

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE:	VETERANS SERVICES OFFICER
DEPARTMENT:	SOCIAL SERVICES
REPORTS TO:	ADULT SERVICES DIVISION MANAGER
CIVIL SERVICE:	YES

CLASS CODE: S577
FLSA STATUS: N
DATE: 06/06
BARGAINING UNIT: SEIU

JOB SUMMARY:

The Veterans Services Officer is the primary administrator of a variety of services and programs for veterans and their dependents in Mendocino County; supports and enforces benefit programs under the authority of the Military and Veterans Code of the State of California, as well as the State Department of Veterans Affairs.

DISTINGUISHING CHARACTERISTICS:

Under policy direction of the Director of Social Services and supervision by the Division Manager of Adult Services, the Veterans Services Officer plans, coordinates and administers the Veterans Services Program for Mendocino County. This position differs from the Veterans Services Representative in that the Officer provides supervision to Veterans Services Staff and has overall program monitoring responsibility. He/she performs responsible and independent work within a broad framework of overall objectives.

SUPERVISION EXERCISED:

Exercises supervision over the Veterans Services Representative/s and others including volunteers, interns and work-study students.

EXAMPLE OF DUTIES: (Duties may include, but are not limited to the following)

- Plans, coordinates, and administers comprehensive programs for Veterans Services.
- Monitors and interprets governmental guidelines pertaining to veterans' benefits.
- Coordinates the County's Veteran Services Program with the State's services and procedures.
- Counsels veterans and/or their dependents on available financial, educational, vocational, legal, and medical benefits.
- Secures records and evidence to support veterans' claims; compiles data and prepares reports.
- Files benefit requests with the Veterans Administration.
- Supports denied/reviewed claims through the appellate process.
- Trains, evaluates, and prioritizes the workflow of staff.
- Coordinates services with Department of Social Services, as well as other county and community services.
- Works cooperatively with all local, state and federal veterans services groups and associations.
- Attends California Department of Veterans Affairs mandatory training conferences.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer Vehicle General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Must be a veteran as defined by the California Military and Veterans Code. Equivalent to high school graduation and three years related experience in a classification similar to Veterans Services Representative with Mendocino County; **or**, when also possessing the Veterans Administration accreditation, a combination of education and experience and/or training that would demonstrate possession of the knowledge and abilities listed below; **and**,

Licenses and Certifications:

Must possess accreditation by the Veterans Administration as a Claims Representative, and a valid California driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Administrative principles and practices including goal-setting and implementation.
- Administration of staff and activities either directly or through subordinate supervision.
- Federal, state and county laws and regulations pertaining to veterans' rights, benefits, and obligations.
- Benefits available to veterans and their dependents.
- Medical board rating system and diagnostic codes associated with veterans' claims.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Analyzing and interpreting applicable legislation.
- Use of tact, discretion, initiative and independent judgment within established guidelines.
- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Researching, compiling, preparing and summarizing a variety of informational reports, statistical data, and other materials.
- Organizing, setting priorities, meeting critical deadlines, and following up on assignments with minimal direction.
- Communicating clearly and effectively, both orally and in writing.

Ability to:

- Define problems, collect data, establish facts and draw valid conclusions.
- Interpret pertinent legal requirements in clear and precise language.
- Maintain records, prepare and present reports in oral and written form.
- Interact effectively and efficiently with veteran's organizations, County and local organizations, and the general public.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, speak and hear, and is occasionally required to lift and/or move up to 20 pounds.

Working Conditions:

Work is usually performed in a normal office environment with frequent public contact. Working time may require irregular hours, and travel. Working conditions are typically moderately quiet.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.