

Washburn County Position Description

Name:		Department:	Veterans Service
Position Title:	Veterans Service Officer	Pay Grade:	P-13-2080
Date:	July 1997	Reports To:	Veterans Committee
		Position #:	5471.013.01

Purpose of Position

The purpose of this position is to advise and assist U.S. military service veterans, spouses and dependents in securing eligible benefits and entitlements; advocate for veterans; and counsel and refer veterans to a variety of needed services. The work is performed under the general direction of the Veterans Committee.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Maintains confidentiality regarding veterans records and needs.

Plans, oversees and coordinate office activities. Develops department policies and procedures.

Counsels, informs and advises veterans and dependents regarding available services, entitlements and benefits.

Evaluates clients and refers to appropriate services including financial, medical, AODA, counseling, housing and others.

Plans, prepares, recommends and submits department operating budget. Monitors department expenses and approves expenditures within budget mandates. Approves vouchers.

Investigates client aid eligibility.

Serves as executive secretary to Veterans Service Commission.

Promotes veterans services. Organizes forums and workshops regarding veterans issues. Prepare and distributes informational brochures, press releases and other information. Prepares and gives public presentations.

Maintains knowledge of veterans issues, resources, programs, benefits and entitlements. Attends conferences, seminars and workshops.

Schedules appointments.

Writes correspondence, announcements and reports. Gathers and organizes reports statistics.

Visits homebound veterans.

Assists veteran's dependents and survivors burial benefits. Assists funeral directors with honor guards and other arrangements.

Serves as veteran's liaison to Veterans Administration, VA medical centers, to government agencies and community services and resources. Advocates on behalf of veterans to community.

Develops and administers transportation contract. Coordinates transportation services for veterans.

Writes and administers grants.

Supports Washburn County Core Values throughout all levels of department decision making. Develops customer service as an integral part of department operations.

Approves time cards.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Answers office telephone. Takes and relays messages.

Photocopies, sorts, files and faxes materials.

Oversees Transportation Program

Assists veterans and dependents completing program application forms.

Assists veterans with medication emergencies.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent, vocational/technical training in benefits counseling and administration, keyboarding and computer skills, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communication

Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives. Ability to compare, count, differentiate, measure, copy, record and transcribe data and information. Ability to classify, compute, tabulate, and categorize data.

Ability to counsel, mediate and/or provide first line supervision. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

Ability to utilize a variety of advisory data and information such as financial statements, veterans discharge, veterans personal records, medical records, vital documents, tax reports, court records/documents, a variety of forms, contracts, expense vouchers, time sheets, grant applications, budgets, burial records, insurance documents, deeds, loan manuals, federal register, state statutes, policy manuals, computer software operating manuals, variety of reports, procedures, guidelines and non-routine correspondence.

Ability to communicate orally and in writing with veterans, veterans spouses/dependents, Veterans Committee, Veterans Service Commission, County Supervisors, county department heads, Job Service, funeral directors, military personnel, Veterans Administrations, veterans organizations, legislators, social security agency, medical care provider, psychiatrists, counselors, attorneys, social workers, community groups and the general public.

Ability to calculate percentages, fractions, decimals and ratios. Ability to interpret basic descriptive statistical reports.

Judgment and Situational Reasoning Ability

Ability to use functional reasoning in performing influence functions such as supervising, managing, leading, teaching, directing and controlling.

Ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Physical Requirements

Ability to operate, maneuver and/or steer equipment and machinery requiring simple but continuous adjustments such as motor vehicle, common hand tools, computer terminal, typewriter, telephone, fax machine, calculator/adding machine and photocopier.

Ability to coordinate eyes, hands, feet and limbs in performing movements requiring moderate skill, such as keyboard use.

Ability to exert moderate but not constant physical effort, typically involving some combination of stooping, kneeling, crouching, lifting, carrying, pushing and pulling.

Ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds and odors associated with job-related objects, materials and tasks.

Environmental Adaptability

Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as irate individuals, intimidation and disease may cause discomfort and poses a limited risk of injury.

Washburn County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date

Revision History: 04/2005
 10/2009
 03/2014