

# OSCEOLA COUNTY JOB DESCRIPTION

## DIRECTOR OF VETERANS' SERVICES

**Supervised By:** County Coordinator

**Supervises:** N/A

### **Position Summary:**

Under the general direction of the County Coordinator, is responsible for the overall management of the Veteran's Services office. Assumes responsibility for all activities, functions, and policies related to Veterans Affairs. Advises and assists veterans, their dependents and/or survivors in obtaining educational, financial and social services, and other benefits available through federal, state and/or local laws including Michigan General Laws and through Veterans' Administration programs. Reviews legislation, regulations, precedents, medical reports and service history to determine validity of claims. Submits claims to appropriate agencies or organizations. Researches changes in veteran's laws, regulations, court decisions and VA procedures then implements appropriate changes in operations as part of day to day operations. Develops new guidelines and techniques establishing criteria or developing new information where guidelines may not exist for some situations. In addition, considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in many areas. This position requires irregular hours and on call availability 24 hours a day. This position may require travel by the employee in the employee's own vehicle.

### **Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Interviews and advises veterans, their dependents and/or survivors to determine eligibility for benefits and services such as education, financial and social services and other benefits.
2. Assists veterans, their dependents and/or survivors in the completion of applications for pensions, compensation, dental and medical care including outpatient services, burial allowances, housing, education, insurance benefits, emergency services and other necessary forms and applications.
3. Refers veterans, their dependents and/or survivors to various agencies for further assistance.
4. Contacts various agencies to obtain additional information, forms, documents and other required papers to properly submit claims.
5. Reviews legislation, regulation precedents, medical reports and service history to determine the validity of claims.
6. Participates in civic functions to inform the public of services rendered and rights and benefits of veterans and their dependents.
7. May assist veteran's organizations when they organize community events to honor veterans and participates in veterans and community organizations to coordinate veterans programs.
8. Makes public presentations, speeches and conducts education classes as needed.
9. Plans, organizes, and directs all aspects of departmental operations including, budgeting, planning, and general administration. Develops and implements departmental policies, procedures, and regulations upon approval.

10. Prepares and presents annual budget requests, administers departmental budget, and ensures that the authorized budgetary and purchasing procedures are properly used.
11. Assesses department operations, staffing levels, facilities, and equipment. Analyzes budgetary and resource needs, makes recommendations for improvements, and implements changes. Monitors operational costs and makes recommendations for increasing efficiency.
12. Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth in order to properly advise veterans and their dependents regarding benefits and services and perform other essential functions of the position. Attends conferences, workshops, and seminars as appropriate and to maintain accreditation.
13. Maintains and organizes the function of a safe and healthy work environment.
14. Directs and manages daily operation of Veterans Affairs programs, prioritizing work load.
15. Directly responsible for preparing and submitting grants and funding.
16. Assures compliance with state and federal policies.
17. Acts as liaison for several veterans organizations.
18. Assists federal and state legislators and veterans' organizations in developing related laws, rules, and regulations.
19. May serve on various committees throughout the state concerning VA affairs and represents the County on same.
20. Maintains effective positive public relations.
21. Organizes and plans local monthly committee meetings.
22. Properly records all supplies for inventory control.
23. Completes required monthly reports per requirement of the VA and the Disabled American Veterans Van Network.
24. Accurately completes all required forms for daily, weekly and monthly reporting.
25. Maintains confidential records in accordance with all data privacy laws and HIPAA.
26. Attending meetings and trainings as required by Veterans Administration and/or the County.
27. Practices strict rules of confidentiality as they relate to client/ county information.
28. Performs other duties and functions as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associates Degree in Human Services or a related field from an accredited college, a Bachelor's degree in human relations, social work is preferred. Two years of active military duty.
- Minimum one year prior experience counseling and/or working with veterans benefits and filing claims.
- Must be a Veteran of the United States Armed Forces and have been discharged under honorable conditions from the last period of service.
- Must possess or obtain Certification and Accreditation as a Veteran's Services Officer.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.

- Operates an automobile while performing assigned duties.
- Physical capacity to perform duties without excessive absence.
- Knowledge of local veterans' groups, community agencies and resources.
- Thorough knowledge of the professional public management techniques involved in budgeting, personnel administration and resource management and the ability to identify and implement new best practices for Veteran's Services.
- Skill in organizing, assembling and analyzing data, preparing comprehensive and accurate detailed reports and formulating policy and service recommendations.
- Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master veteran's services software and new technologies.
- Ability to organize and manage office operations and files and prioritize projects and work load.
- Ability to understand the problems and needs of veterans and willingness to represent their interests.
- Ability to establish effective working relationships and use good judgment, positive effective management skills, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Ability to make decisions in accordance with laws, rules, regulations and established policies
- Ability to attend meetings scheduled at times other than normal business hours.
- Ability to respond to emergencies or service needs on a 24-hour basis

### **Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, bend, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 25 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both in the office and at other work sites and regularly travels between work sites using a motor vehicle. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties. The noise level in the work environment varies from quiet to moderate.