



VETERANS SERVICE OFFICER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing routine to complex veterans service activities, including assisting with short-and long-term planning and overseeing the day-to-day activities of Veterans Services; coordinates assigned activities with other departments and outside agencies; provides expert professional assistance to the Director of Health and Human Services Agency or designee over Veterans Services Unit on veteran service matters; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Health and Human Services Agency or designee over Veterans Services. Exercises direct supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a full supervisory-level classification responsible for planning, organizing, reviewing, and evaluating comprehensive Veterans Services programs. Incumbents serve as a professional-level resource for organizational and operational analyses and studies. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, and implements goals, objectives, and work standards for the different programs in the Veterans Services Division.
- Assists in managing and participates in the development and administration of the division's annual budget; provides input on the forecasting of additional funds needed for staffing, equipment, materials, and supplies; directs, monitors, and approves expenditures consistent with County and Health and Human Services Agency (Agency) policies; informs and implements adjustments as necessary.
- Monitors operations and activities of assigned program/function; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates program activities with those of other departments and outside agencies and organizations.
- Selects, trains, motivates, and supervises personnel; evaluates and reviews work for acceptability and conformance with Agency standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Analyzes the impact of legislation on divisional programs; identifies potential funding sources and prepares budget estimates and projections.
- Develops, revises, and implements administrative programs and procedures, including workload planning and assignment, and computerization of support functions.
- Supervises all veteran services functions and services for the County.

- Serves as secretary to the County Veterans Affairs Commission and coordinates veteran issues within the Agency, County, and the Veterans Memorial House Council.
- Directs the maintenance of records and the preparation of periodic and special reports related to the work.
- Explains complex legal policies and answers questions from clients and families; provides information and direction to community members.
- Researches and prepares technical programmatic and administrative reports and studies; prepares written correspondence as necessary.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organizational and supervisory practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Advanced principles and practices of veteran administration programs.
- Administrative principles and methods, including goal setting and program development.
- Applicable federal, state, and local laws and regulations relative to veterans' rights, benefits, and obligations.
- Benefits, services, and programs available to veterans, surviving spouses, and dependents.
- Techniques for interviewing and counseling.
- Principles and practices of budget preparation and administration.
- Recordkeeping principles and practices.
- Community resources, organizations, and service programs available to veterans and their families; procedures for obtaining veteran services.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Assist in providing administrative and professional leadership and direction for the Veteran Services division.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Analyze complex technical and administrative problems, establish alternative solutions, and adopt effective courses of action.
- Interpret, apply, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations that concern the rights and benefits of veterans and their dependents; advise and counsel clients accordingly.

- Organize and maintain accounting and other detailed business records.
- Act as a successful advocate for veterans and their dependents.
- Prepare or assist clients in the preparation of appropriate forms and correspondence.
- Maintain awareness of and contact with community programs and resources including local hospitals, local funeral homes that handle veteran burials, National Personnel Records Center, Social Security Administration, and County departments such as Probation, Public Defender, and the County Jail.
- Prepare clear and concise correspondence, reports, and other written material.
- Exercise initiative and sound, independent judgment within general policy guidelines.
- Effectively represent the division, department, and County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to a bachelor's degree from an accredited four-year college or university with major course work in business or public administration, behavioral sciences, or a closely related field;

AND

Five (5) years of experience providing assistance or advocacy in the pursuit of veteran's benefits at the federal, state, or local level; or

Two (2) years of experience providing assistance or advocacy in the pursuit of veteran's benefits at the federal, state, or local level in a lead or supervisory role.

Licenses and Certifications:

- Within one (1) year from the date of hire, and as a condition of probation, employees in this classification shall obtain a California Department of Veterans Affairs (CalVet) VSR accreditation.
- Possession of, or ability to obtain, a valid California or Nevada Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information.

Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

The Veteran Services Officer must be a veteran of a branch of the United States Armed Forces, as defined in applicable sections of the State Military and Veteran's code.