

VETERAN'S SERVICE OFFICER

DEFINITION

Under general policy direction, ~~plans, organizes and directs~~ coordinates the programs, services and activities of the Veteran's Service Office; provides expert professional assistance to County management staff on veterans service matters; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

~~This class has department level responsibility for overall policy development, program planning, fiscal management, administration and operation of Veteran's Service Office. The incumbent is responsible for accomplishing departmental goals and objectives, supervising staff and administering the annual budget, and directing day-to-day operations and activities of the Veteran's Service Office.~~

EXAMPLES OF DUTIES (Illustrative Only)

- Coordinates all veterans services functions and service for the County.
- ~~Develops and implements~~ goals, objectives, policies, internal controls, accounting procedures and work standards for the Veteran's services Office; ~~prepares and administers the annual budget.~~
- Plans, schedules, supervises, reviews and evaluates the work of assigned staff.
- ~~Selects~~ Recommends staff and provides for their training and professional development.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action and other personnel decisions.
- ~~Formulates and recommends policy to the Chief Administrative Officer and the Board of Supervisors and implements after adoption.~~
- Analyzes the impact of legislation on departmental 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.
- ~~Directs all veterans services functions and service for the County.~~
- Reviews complex veterans service cases and assists in securing benefits through effective advocacy with government agencies.
- Interprets County policies and procedures to staff; is responsible for morale, productivity and discipline of department staff.
- Directs the maintenance of records and the preparation of periodic and special reports related to the work.
- Explains complex legal policies, answers questions form clients and family; provides information and direction to community members.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and methods, including goal setting, program development, ~~work planning and implementation~~-employee supervision.
- Principles and practices of supervision including work planning, evaluation, employee training and discipline.
- Federal, state and local laws and regulations relative to veterans' rights, benefits and obligations.
- Community resources, organizations and service programs available to veterans and their families and the procedures for obtaining the services.
- ~~Principles of budget preparation and administration.~~
- Business computer applications related to the work.

Skill in:

- Planning, organizing, assigning, supervising, reviewing and evaluating the work of professional and office support staff, and providing for their training and development.
- ~~Developing,~~ implementing and interpreting goals, objectives, policies, procedures, work standards and internal controls.
- Analyzing complex technical and administrative problems, establishing alternative solutions and adopting/recommending effective courses of action.
- Interpreting, applying and explaining County policies and adhering to laws related to veterans service functions.
- Organizing and maintaining accounting and other detailed business records.
- Preparing clear and concise correspondence, reports and other written materials.
- Exercising sound independent judgment within general policy guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Other Requirements:

Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis. In accordance with Section 970 of California Military and Veterans Code, incumbent must be a veteran.

Education and Experience:

Two years of experience in supervising veterans service activities at a level equivalent to the County's class of Senior Veterans Service Representative.

Note: The above qualifications are a typically accepted way to obtain the required knowledge and skills.