

## Veteran Services Officer

### Nature of Work

This is responsible administrative work providing assistance to veterans and their dependents to insure they receive needed services and benefits obtained as a result of service in the armed forces. The incumbent must remain current on all laws and regulations pertaining to veteran's benefits and be capable of advising and assisting veterans and their dependents on how to obtain needed services and benefits. Activities associated with the position include interviewing veterans and their dependents to determine needed services, preparing formal claims, maintaining files and related documentation and acting as an advocate for veterans when needed. The position requires prior service in the armed forces, considerable knowledge of veterans' benefits and strong interpersonal and organizational skills. Job performance is evaluated by the County Mayor through review of the level of services to veterans and their dependents, knowledge of services and benefits available to veterans, interpersonal skills and the efficiency of office operations.

### Illustrative Examples of Work

- Interviews and counsels veterans and their dependents about veterans' benefits and services.
- Prepares formal claims and compiles supporting documentation to assist veterans and their dependents in obtaining needed services and/or benefits.
- Assists clients in locating needed documentation to pursue formal claims for services.
- Visits veterans and dependents in nursing homes, hospitals and private residences to determine if needed services are being provided.
- Files claims on behalf of veterans and/or their dependants.
- Maintains files of claims and supporting documentation for each veteran served.
- Follows up on claims once submitted and serves as an advocate for clients when necessary.
- Maintains contact with veteran support services including VA hospitals, nursing homes, colleges and universities, VFW, American Legion, Tennessee Department of Veteran's Affairs, etc.
- Consults with doctors, lawyers, hospital administrators, etc. to assist veterans and their dependents.
- Performs outreach activities to inform veterans and their dependents of available services and benefits.
- Attends annual service officers' training sessions to remain current on veterans' benefits and services, pertinent laws and regulations and changes in program procedures.
- Attends geriatric screen team meetings, interagency council meetings and veterans' organization meetings to remain current on important issues and provide advice and information when necessary.
- Supervises and directs the activities of administrative staff working in the veterans' services office.

-Performs related duties as required.

### **Necessary Requirements of Work**

Graduation from an accredited four year high school; honorable discharge from the armed services; a minimum of one tour of active duty; ability to interact successfully with veterans and their families; or any equivalent combination of education and experience to provide the following knowledge, abilities, and skills:

- Thorough knowledge of services and benefits available to veterans and their dependents through the Department of Veterans Affairs.
- Thorough knowledge of the Code of Federal Regulations Title 38.
- Thorough knowledge of support services available to veterans and their families in the East Tennessee area.
- Thorough knowledge of medical and hospitalization benefits available to veterans and their dependents.
- Thorough knowledge of the documentation necessary to submit claims for services and/or benefits.
- Thorough knowledge of office management and organization and supervisory techniques and practices.
- Ability to counsel and provide advice to veterans and their dependants on available services and benefits.
- Ability to remain current on all updates and changes to benefits available to veterans and their dependants.
- Ability to organize and maintain confidential files and documentation in an organized and accessible manner.
- Ability to interact successfully with service providers, attorneys, doctors, etc. and advocate for the needs of clients and their families.
- Ability to supervise and direct the activities of administrative staff in an effective and efficient manner to insure the optimal level of service to veterans and their families.

### **Necessary Special Requirements**

- Possession of a valid Tennessee Drivers license and the ability to be insured at standard vehicle liability rates.
- Honorable discharge from the armed services and at least one tour of active duty.
- Certification by the State of Tennessee as “Veterans Service Officer”.
- Certified as Service Organization Representative by the US Department of Veterans Affairs.