

VETERANS' SERVICES OFFICER

Department: Veterans' Services
Division: N/A
Appointing Authority: District Director

Grade: 1
Revision Date: 9/19
Bargaining Unit: S

Definition:

Provide comprehensive professional Veterans' services and social welfare work for the benefit of Town/City Veterans and their dependents throughout the district consisting of 26 member towns/cities (pop. 65,000) in compliance with M.G.L. Ch. 115; accountable for the administration and delivery of Veterans' Services, all other related work that is logical to the position.

Supervision:

Works under the direction of the Veterans' Services District Director, the Veterans' Services Assistant and within policies established by the City, State and Federal Veterans' agencies in conformance with applicable provisions of the General Laws.

As assigned, may supervise volunteers or interns.

Environment:

Varied work in a multi-task environment. Duties are performed under typical office and field conditions. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled events. Field work involves marking of graves, Veterans' parade participation, home visits, and other associative duties, as well as non-regular work hours to include nights, weekends, Memorial Day and Veterans' Day. Exposure to weather and the elements in all seasons.

Performs varied and responsible administrative, technical and clerical duties ranging in nature from routine to semi-complex, requiring strict adherence to State and Federal laws; exercises independent judgment in the administration of benefits and other assistance services to Veterans and their dependents; ensures compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

Access to confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation, or policy about Veterans and their families including psychological, social, medical, financial, and legal matters.

Makes frequent contacts with Veterans and their dependents requiring advocacy skills. Makes frequent contact with social service agencies, state agencies and representatives of other governmental bodies, civic groups and various district municipal departments concerning services related to Veterans and the reporting of activities and transactions.

Errors in judgment and administration may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion or cause adverse relations with public/private agencies; cause legal and financial repercussions, lower standards of service to Veterans and their families; errors could endanger the well-being of Veterans and their dependents and cause loss of 75% State reimbursement for benefits or assessment by the Commonwealth for full amount of benefits denied and withholding of local aid funds (M.G.L. Ch. 628).

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Meets with Veterans, spouses, and their dependents to determine eligibility or qualifications for financial, medical, administrative and emergency assistance; processes application forms in accordance with Federal and State agency guidelines.

Provides counseling to Veterans and their dependents; refers Veterans to appropriate agencies or service providers; advises, advocates for and assists Veterans by providing informational material and advice concerning assistance and benefit opportunities; assists Veterans in completing necessary applications and forms, and in acquiring documentation needed to prove eligibility.

Participates in the administration of various Veterans' benefits including processing applications available to Veterans and their dependents including disability, compensation, housing, home loans, education, medical (including hospitalization and outpatient treatment), pensions, burial, and other benefits available under the General Laws and through Veterans' Administration programs; refers Veterans to appropriate agencies or service providers. May assist as assigned in an investigation of the necessities and qualifications of claimants; may perform follow-up activities including home visits to confirm appropriate use of benefits and assistance.

Works with Veterans on community projects to find furniture, food, transportation, and other needs; serves as a district liaison to related organizations and governmental institutions. Corresponds with appropriate local, State and Federal agencies.

As assigned, may assist to help organize and/or coordinate memorial activities of Veterans, as well as Memorial and Veterans' Day parades or events throughout the district.

As assigned attends and participates in departmental or other meetings.

Minimum Qualifications:

Education and Experience: Associates degree in business administration, social work, human services, or closely related field; Bachelor's Degree desirable; plus three (3) years experience working with diverse populations preferably in the public sector in Veterans benefits administration; or any equivalent combination of experience, training and education demonstrating the ability to perform the duties.

Knowledge, Ability and Skill:

Perform varied duties of a semi-complex nature on a self-supervising basis requiring a high degree of judgment and initiative. Ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with supervisors, employees and the general public; ability to treat individuals with dignity, fairness, sensitivity and compassion; the ability to prepare and analyze comprehensive reports and data. Skill in management, analysis, organization, program coordination, advocating and planning activities or events. Must perform all aspects of job responsibilities with honesty and integrity.

Ability to obtain and apply a thorough knowledge of State and Federal laws pertaining to Veterans and their dependents. Develop a good working knowledge of the methods and principles of Veterans' benefits assistance, case work, administration, and available resources. Requires current knowledge of State and Federal laws regarding Veterans' benefits, wartime service and awards, and alternative public assistance laws.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with MUNIS and VSMIS, VetraSpec and other database programs, computer hardware and software applications.

Ability to plan, negotiates, and assumes leadership in relations with community and governmental agencies, and in establishing and coordinating programs for Veterans.

Physical Requirements:

Frequent sitting, talking, walking and mental concentration for prolonged periods required; frequent use of hands and fingers to handle, feel or operate objects, tools, or controls and reach with hands and arms in operating/using various office equipment; occasionally required to lift or move records or objects of up to 25 pounds; specific vision requirements include close vision for extended periods of time at computer monitor, and ability to adjust focus, color vision and depth perception. Must be able to communicate verbally and in writing, and be understood clearly, ability to operate a personal computer or other keyboard device utilizing a windows environment and to operate a keyboard and standard office equipment at efficient speed.

Special Requirements: Must be an honorably discharged Veteran as defined by M.G.L. Ch.115 and Ch. 4(7) (43). Must obtain and maintain certification by the Department of Veterans' Services within six (6) months of appointment. Must successfully pass CORI/SORI checks. Must have a valid Class D driver license.

Approved:

EXECUTED 11/18/2019 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

Revision History: 10/72, 12/78, 2/84, 11/87, 3/96, 11/09,
10/14, 9/19

Mayor

Veterans Services District Director

[SSEA Review_____]