

VETERANS' SERVICES ASSISTANT

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

Grade: 3
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 within policies established by City, State, Federal and Veterans' agencies in conformance with applicable provisions of the general laws.

As assigned by the District Director and in the Director's absence has supervisory duties in the oversight of Veterans' Services Officer duties and responsibilities; will supervise interns, volunteers or part-time clerical help of up to 20 or more people.

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 and technical duties ranging in nature from routine to semi-complex, requiring strict adherence to State and Federal laws; exercises independent judgment in the assignments as directed by the Veterans' Services District Director 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 city 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.)

Must have knowledge of and assist the District Director with sensitive communications and information including but not limited to employees, volunteers, and Veterans' personal and financial information.

Generally responsible for assistance in payments to Veterans, intakes, document review, counseling, authorization of benefits and payments, investigations on income and DD214 forms, tax verifications, resources and referrals to clients and walk-ins including career, educational compensation and pension claims and questions. Performs investigations of information regarding income, employment, banking, medical, property and alternative sources of income pursuant to 108 CMR 6.01 (1) including scheduling home visits as necessary to determine need and ongoing eligibility. Submits investigation reports and recommendations.

Assists in administering Veteran's benefits. Prepares payrolls and payments, and processes Veteran and family member applications. Calculates client benefit check amounts in accordance with 108 CMR. Receives all Veteran/dependent invoices, verifies accuracy with respect to the Rate Setting Commission codes and fees. Submits all benefit requests into the MA DVS website, VSMIS. Responsible for the preparation and submission of monthly Veteran benefit warrants for 26 District member towns/cities. Assists District Director in preparation of denials, appeals, terminations, refund status in accordance with 108 CMR. Provides assistance in the disbursement of benefits.

Processes applications for Veterans' benefits such as benefits for disabilities, burial allowances, pensions, and compensation, Aid and Attendance and other benefits available under the General Laws and through Veterans' Administration programs; assists Veterans to complete applications for discharge upgrades. Refers Veterans to appropriate agencies or service providers. Assists Veterans in completing necessary applications and forms and in acquiring documentation needed to prove eligibility. Assists Veteran's surviving family members with form completions, application preparation. Prepares grave marker applications, and other forms and/or reports.

Assists Veterans in obtaining state and local benefits including MA Annuity, tax abatement, Welcome Home or other war time bonuses.

Oversees administrative functions and supports the District Director and department. Acts as receptionist; schedules meetings and appointments for all staff; prepares public relations materials; maintains office supplies; website maintenance; handles and processes complaints, inquiries, and questions. Maintains department filing systems and record keeping including appropriate disposal. Maintains contact with citizens, Veterans and their families, other groups, or individuals.

Assists Veterans and dependants with housing applications, employment counseling, provide computer support and or conduct home visits; Acts as HUD VASH liaison including verification of RFT, site visit, utility allowance tracking, income verification and subsidy case management. Acts as liaison with multiple state and local social service agencies and representatives of other governmental bodies, civic groups and various city departments to coordinate additional benefits for Veterans and their dependants.

Posts District Advisory Board meeting material in compliance with state open meeting law. Maintains positive working relationship with all district Advisory Board members, treasurers, accounts, administrators and other town/city offices. Maintains professional and effective relationship with all Federal Veteran Affairs and MA Department of Veteran Services offices and personnel. Corresponds with appropriate local, State and Federal agencies.

Responsible for the production of advertisement material related to department activities, outreach; creates brochures related to department resources. Creates all forms needed for all programs and activities.

Assists in the administration of the Veterans' Assistance Fund for District member towns/cities. Assists in the administration of the Veterans' Tax Work Off Program for the City of Greenfield; processes applications; assists with department assignments; tracks hours worked; submits time, tax documents and certification of program completion to Payroll department and City assessor. Supervises volunteer staff and assigns all work projects. Responsible for completion of all paperwork required by Human Resources for all work programs.

Assists in budget preparation and tracking. Verifies funds available and allocate funds against payments to be made. Tracks and records account expenditures against operating budgets. Posts and tracks fund expenditures against budget allocations. Conducts bookkeeping, general accounts payable, receivable processing, invoicing, turnovers, and bill warrants. Maintains expenditure records, reconciles department accounts, and transfers funds to ensure fund liquidity. Ensures District assessments are billed and collected in a timely fashion for 26 District member towns/cities.

Assumes delegated responsibilities of the Department Head in his/her absence or unavailability. Attends and participates in department or other meetings. May directly or assist in planning and coordinating outreach events. Monitors, schedules and coordinates Veterans' Wellness Clinic. Attends Department Head meetings in the absence of the District Director.

Follows and adheres to department, City and other government rules, regulations, policies and procedures.

Minimum Qualifications:

Education and Experience: Associates degree in accounting, business administration, social work, human services, or closely related field; Bachelor's Degree preferred with concentrations in human services and/or legal background in researching deeds, divorce records and preparing for appeal cases; three (3) years experience in housing programs, rental vouchers and HUD programs preferred; 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 requiring a high degree of sound judgment and initiative. Ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with supervisors, City Treasurers and other public agency 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 working knowledge of state and federal laws pertaining to Veterans and their dependents (38 USC, Valor Act II, MGL Chapters 114, 115, 118 and 108 CMR). Develop working knowledge of the methods and principles of Veteran's benefits assistance, case work, administration, and available resources. Requires current knowledge of State and Federal laws regarding Veteran's benefits, wartime service and awards, and alternative public assistance laws. Ability to obtain and apply a working knowledge of real property title research practices and Registry of Deeds processes. Basic knowledge of Massachusetts procurement procedures and regulations.

Ability to read and interpret documents; write reports and correspondence; present information effectively; ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages; ability to use judgment in the analysis of acts and circumstances to solve practical problems and deal with problems involving several concrete variables in standardized situations.

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

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, specifically excel and G-Suite required; Expertise in PDF modification; familiarity with MUNIS and VSMIS; knowledge of VetraSpec, Federal Veteran's claims management system and other database programs, computer hardware and software applications.

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 successfully pass CORI/SORI checks. Must have a valid Class D Driver's license. Must obtain and maintain certification by the Department of Veterans' Services within six (6) months of appointment.

Approved:

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

Human Resources Director

Date

Revision History: 9/12, 10/14, 1/19, 9/19

Mayor

Department Head

[SSEA Review: ____]