

VETERANS SERVICE OFFICER

Part-time position (20 hours weekly)

Essential Functions include the following: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.) Other duties may be assigned.

Supervision

This position works under the general supervision of Gaines County Commissioners' Court.

Summary

Under general direction and in accordance with Texas Government Code, Chapter 434, provides aid to Gaines County residents who served in the armed forces or nurses corps of the United States, their orphans and dependents, to prepare, submit and present any claim against the United States or a state for benefits to which the person may be entitled under United States or state law.

Responsibilities

- Ensures all benefit entitlements are made available to Gaines County veterans, dependents and survivors.
- Performs interviews to obtain case facts; requests and obtains official documents; and researches records.
- Provides counseling and assistance in obtaining rights, benefits and entitlements; explains benefits; and makes referrals for other services to other agencies.
- Files claims and claim appeals; represents claimants during appeals hearings; and defeats all unjust claims that come to the officer's attention.
- Coordinates benefits with other governmental agencies.
- Prepares and submits correspondence to state and federal officials on veterans' affairs.
- Prepares and maintains case files; tracks progress and statistics of claims and other pertinent information.
- Transports veterans to hospitals, clinics and pharmacies.
- Prepares and presents material and information by print and public speaking on topics relating to veterans' services; attends a variety of events to outreach to veterans.
- Interacts with service providers such as physicians, attorneys and nursing homes in matters related to veterans' benefits and care.
- Prepares annual department budget
- Prepares periodic activity and status reports.

Knowledge Required

- Knowledge of U.S. Department of Veterans Affairs law, regulations, and rulings.
- Working knowledge of Texas Government Code, Chapter 434 and United States Code Title 38 Laws.
- Knowledge of available reference sources, including the internet, to obtain information relevant to the interests of Gaines County veterans.
- Knowledge of veterans' records and forms, such as military discharge records, vital records and social security documents.
- Knowledge of Gaines County purchasing rules and regulations.
- Knowledge of general public administration principles and practices including budgeting and project management.

Required Skills

- Skill in performing duties to ensure the provision of benefits to veterans.
- Skill in researching veterans' records and assisting with the securing and coordination of benefits.
- Skill in representing veterans, their family members, or other eligible dependents during appeals hearings.
- Skill in reading, understanding and interpreting laws and regulations related to veterans' benefits.

- Skill in researching and identifying external and alternate funding sources.
- Skill in operating motor vehicles to transport veterans, including passenger cars, vans and buses.
- Skill in operating standard office equipment, such as personal computers, typewriters, calculators and telephones.
- Skill in establishing and maintaining effective working relationships with supervisors, co-workers, vendors, outside agencies and the public.
- Skill in preparing and presenting information, both in writing and verbally, to teach, train and inform and encourage a variety of audiences.
- Skill in identifying and using existing technology to obtain and deliver the highest level of service to Gaines County veterans.

Education and/or Experience

- Must meet all requirements as set forth in Texas Government Code, Chapter 434.
- Must be a high school graduate or equivalent (GED)
- Must have served on active duty in a branch of the Armed Forces of the United States for at least six (6) months, or have a service connected disability and be honorably discharged, or be a widowed Gold Star Mother or un-remarried widow of a serviceman or veteran whose death resulted from service.
- Must be able to pass a drug test

Other Qualifications, Certificates, Licenses, Registrations

- Training and certification as required for all Veterans Service Officers or must be able to acquire after employment
- Must attend a minimum of twenty-four (24) hours of refresher training annually.
- Must have a Texas Class C driver's license, insurance and reliable transportation.

Guidelines

The Veterans Service Officer uses judgment in interpreting and adapting guidelines such as Gaines County policies, state and federal regulations, established precedents and work directions. This employee uses these guidelines for application to specific cases and problems. The Veterans Service Officer must analyze the results and recommend changes. This position must have a strong work ethic. The Veterans Service Officer must follow directions, meet deadlines, have good attendance, be punctual, keep promises, be reliable and have a proper attitude.

Emotional Demands

This position must handle a stress level of dealing with some argumentative or emotional contacts within the general public and Gaines County departments. The Veterans Service Officer meets with contacts in a structured setting, within and outside of normal business hours, at Gaines County facilities or at outside facilities. The contacts are generally cooperative however, this position may have to persuade, influence, motivate, or control situations where individuals may be fearful, skeptical or uncooperative.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to

- Use his/her hands to finger, handle or feel;
- Reach with hands and arms;
- Talk or hear
- Occasionally stand and walk, kneel or stoop
- Occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, color vision, depth perception and the ability to adjust focus.