



**POSITION DESCRIPTION
KOOCHICHING COUNTY**

SECTION I: GENERAL INFORMATION

Position Title: Assistant Veterans Services Officer	Department: Veterans Service	FLSA Status: Non-Exempt Hourly
Date: Admin Approved 3/27/2018	Job Evaluation Assignment B22	Immediate Supervisor's Position Title County Veteran's Service Officer

Job Summary:

Under the direction of the Veteran Service Officer, the Assistant Veteran Service Officer is responsible for assisting the County veteran population and their dependents in obtaining entitled benefits from both the federal and state veteran benefit programs and conducting outreach to inform the veteran population of benefits available through the federal and state veteran programs and other federal, state and county agencies. Position may encounter not public data in the course of these duties with access limited to what is necessary to fulfill the duty responsibility.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Federal Benefits Application 80%

A. Assist veterans/dependents in applying for federal benefits

- (1) Complete initial application, or reopen existing claims, for compensation (service-connected disabilities) or pension (non-service-connected disability)
- (2) Obtain required medical records and statements from physicians, and research and gather information in support of the claims
- (3) Obtain requisite financial information
- (4) Submit applications for eligible veterans for education under the GI Bill, or for vocational rehabilitation
- (5) Assist survivors of deceased veteran in obtaining death benefits such as burial in a national cemetery, burial allowances, government grave marker, government life insurance proceeds and survivor benefits
- (6) Advise and assist veterans on all phases of government life insurance
- (7) Assist veterans and eligible survivor of a veteran, in obtaining VA home loans
- (8) Maintain record system and track claims information
- (9) Assist veterans in executing Power of Attorney (POA)



- (10) Assist veterans and eligible survivors prepare written statements for in support of claims
- (11) Assist in preparation of oral presentations/hearing on behalf of claimants
- (12) Assist in obtaining housing for any homeless veterans

B. Appeals

Regional
Veterans

- (1) Assist veterans/dependents in appealing denied claims to the local VA Office (VARO), the local Decision Review Officers, or the Board of Appeals in Washington D.C.

- a. Assist veterans in obtaining medical, financial, or other information necessary for the appeal
- b. Ensure that all timelines are met so the veteran does not lose any potential benefits
- c. Prepare veterans for hearings at the VARO, to include accompanying them to the hearing as needed

C. State Benefits Applications

- (1) Assist veterans in applying for available state benefits from the Minnesota Department of Veterans Affairs (MDVA), by initiating or reopening Claims.

- a. Complete initial application, or reopen existing claims for state special needs grants
 - Subsistence program for disabled veterans or surviving dependents
 - Dental program for veterans and dependents
 - Optical program for veterans and dependents
 - War Orphans Education program for the eligible surviving dependents of certain deceased veterans
- b. Recommend approval or denial of claims when appropriate
- c. Provide information benefit awareness programming for veterans and dependents

D. Medical Services

- (1) Assist veterans in obtaining necessary inpatient and outpatient care from the VA Medical Centers (VAMCs), Community Based Outreach Clinics (CBOCs) and the Veterans Choice Program
 - a. Prepare required paperwork and obtain all necessary records for the VAMCs, CBOCs and Veterans Choice Program to accept the veteran for care as an inpatient or outpatient
 - b. Work with the VAMCs, CBOCs or Veterans Choice Program to schedule necessary appointments for veterans
 - c. Assist veterans in obtaining transportation to the VAMCs, CBOCs or Veterans Choice Program appointments
 - d. Work with VA professionals in obtaining public health services, home



health care or placement in local nursing homes or the Minnesota Veterans Homes

e. Assist veterans in resolving medical billing issues.

E. Retirement Benefits

(1) Assist military retirees and their dependents or survivors in obtaining their benefits from the Department of Defense (DOD)

a. Assist in applying for military retiree benefits

b. Advise retirees as to medical insurance benefits or TRICARE, and assist filing claims

c. Assist retirees and their dependents with military I.D. Card applications

F. Other Benefits

(1) Assist veterans in obtaining benefits or services from other agencies

a. Advise veterans and their dependents as to the availability of services from Social Security, the Small Business Administration and other agencies and assist in the application process

b. Collaborate with the County Human Services Department & Public to maximize ALL potential benefits

c. Assists veterans in obtaining assistance from local hospitals, clinics and nursing homes

d. Assists veterans in applying for County disability property tax exemptions and rebates

G. National Guard and Reserve

(1) Assist members and dependents of the National Guard and Reserves in obtaining appropriate benefits and assistance

a. Make presentation at regional information meetings and for service member and their families

b. Provide information to deployed service members and their dependents about assistance programs available during deployment and upon return from active duty

c. Work with Family Assistance Centers in obtaining assistance for deployed service members' families

d. Meet with returning Guard and Reserve soldiers and assist them during demobilizations apply for and understand all VA programs

H. Records Corrections

(1) Assist veterans in processing record clarifications and corrections

a. Assist veterans in applying for corrections of military records and applications for upgrade of the character of separation from the service.

b. Investigate history of unit, through Department of Defense, to determine and support whether the veteran was in a combat zone or a specific

battle requisite to the veteran's qualification for a specific benefit

in

Health

benefits

- 2. Office Management 10%
 - A. Maintain records and files, including computerized information management system, data archives and active files.
- 3. County Veterans Liaison 5%
 - A. Conduct public relations and outreach with occasional speaking before gathered groups.
- 4. Continuing Education 5%
 - A. Attend workshops, seminars and conferences and confers with professionals in order to maintain contemporary knowledge of amendments to relevant law and regulations
 - (1) Track pending federal and state legislative and court actions impacting veterans benefits
 - (2) Maintains annual certification by the Minnesota Department of Veterans Affairs (MDVA)
 - a. Obtain a minimum of seven (7) credits of training necessary for annual certification by MDVA

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)		DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)	
	less than high school diploma		Major field of study or degree emphasis:
x	High school diploma or GED.		
	1 yr post secondary	2 yrs post secondary	
	3 yrs college	4 yrs college	
	1st year graduate level		
	2nd year graduate level		Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: Understanding of all Federal, State, and Local benefits and

		<p>programs available to veterans and survivor's benefits.</p> <ul style="list-style-type: none"> • Fundamentals of basic accounting, budget and recordkeeping. • Rules, regulations, guidelines and eligibility requirements and process for veteran entitlement programs and services. • Veteran service and community resources and organizations. • Legislative programs and initiatives that can impact veteran benefits, eligibility requirements, or application processes. • Knowledge of County administrative procedures and policies. • Basic understanding of the use of computers, software applications, and office equipment relevant to general office operations and functioning. • Knowledge of VA medical system and processes for obtaining care at medical CBOC's.
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Required Work Experience in Addition to Formal Education/Training:
 Meet requirements under State Law to qualify for the AVSO position.

ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	<p>Skilled in:</p> <ul style="list-style-type: none"> • Counseling veterans, their spouses, and survivors with consideration, rapport and tact. • Conducting interviews and performing outreach and advocacy to veterans in the community. • Establishing and maintaining effective working relationships with veterans, veteran agencies, County personnel, and community agencies. • Public relations activities to promote, inform and communicate benefit programs, changes and entitlements available to clientele. • Understanding VA medical systems and GI educational benefit programs. • Preparing and filing various applications for loans, benefits, grants and certificates. • Following and applying County general administrative policies and procedures. • Prioritizing and organizing work requirements and responsibilities. • Making presentations; assembling correspondence, bulletins, brochures; and other related activities. • Working independently with little supervision and maintaining confidentiality. • Planning, budgeting and establishing departmental plans and activities.
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LICENSE/ CERTIFICATION	<p>Identify licenses/certification required: A Valid Minnesota Driver's License or evidence of mobility. Residence in the State of Minnesota. Citizenship in the United States. A veteran as defined in Minnesota Statutes, Section 197.447. Maintain certification by the MN Department of Veteran Affairs.</p>
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HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	<p>Unusual or hazardous working conditions related to performance of duties:</p> <p>Work is performed mostly in general office setting with field work in conducting veteran benefit outreach in the county and visiting with clients. Travel is required in this position.</p>
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SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk		x		
Sit			x	
Use hands dexterously (use fingers to handle, feel)			x	
Reach with hands and arms		x		
Climb or balance		x		
Stoop/kneel/crouch or crawl		x		
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds		x		
up to 25 pounds		x		
up to 50 pounds	x			
up to 100 pounds	x			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Physical requirements associated with the position can be best summarized as follows:

Sedentary Work:
Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

1. SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Classification History: Job Description reviewed and banded on 3/22/2018. Position created and filled through promotion with BM 2018/03-37