

ORANGE COUNTY
MANAGEMENT CLASS SPECIFICATION

TITLE: DIRECTOR, OFFICE OF VETERANS SERVICES **GRADE:** _ _ 23

TITLE ABBREVIATION: DIR OFF VET SERV **TITLE NO:** 6963

JURIS.CL: NC **SALARY CODE:** 03 **EEO CODE:** OA **FLSA CODE:** AD

DEPARTMENT: VETERANS SERVICE AGENCY

NATURE OF THE WORK: The Director has responsibility to provide for the administration and supervision of the Office of Veterans' Services, providing information and assistance to members of the Armed Forces, veterans and their families in matters relating to veterans' and dependents' benefits.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS: This is a one-position class in the non-competitive classified service. The Director oversees the operations of the Orange County Veterans Service Agency in accordance with Article 17 of the Executive Law and Article XVII section 18.05 of the Charter and Administrative Code. The Director is appointed by the County Executive and confirmed by the Legislature. Work is performed under the general administrative oversight of the County Executive. Direct supervision is exercised over a small staff of deputies and support personnel.

TYPICAL DUTIES AND TASKS:

Directs subordinates in the processing of claims relating to veterans' benefits:

- supervises subordinates in counseling techniques relating especially to emotionally disturbed, bereaved, and/or handicapped veterans, and their families;
- ensures compliance with U.S. Code Title 38 and Veterans Administration regulations and procedures necessary to successfully perfect claims;
- ensures the efficient development of claims, including the collection and processing of supportive medical, legal and historical documentary evidence;
- trains and informs subordinates of changing laws, regulations and procedures.

Plans and develops programs to meet demands to which the Agency must respond:

- analyzes current and future budgetary needs and workload trends to provide adequate service;
- determines needs for outreach through satellite offices, and medical, nursing home, and other facilities and analyzes services provided in such offices and facilities, to plan for future needs in those areas.

-Continued-

Maintains effective inter-agency relationships:

- establishes and maintains cooperative working relationships with individuals responsible for the administration of various program and/or service areas;
- provides veterans' benefits information to other Departments (i.e., DSS and Probation) to assist with the initiation of claims for those veterans under the jurisdiction of such other Departments.

Maintains good public relations:

- provides guidance to elected and appointed officials relating to changes in and implementation of legislation governing veterans' benefits;
- acts as County Service Officer and Accredited Representative for the American Legion and other organizations as appropriate;
- cooperates with programs sponsored by local veterans' organizations and other civic organizations by providing information and assistance;
- provides information to the media and to local veterans' organizations on benefits and laws relating to veterans;
- trains volunteers from local veterans' organizations to enable them to assist sick and disabled veterans, and their dependents.

Meets with veterans and develops claims:

- represents claimants before Boards and Departments of the Veterans Administration and other agencies of government as an Accredited Representative recognized and authorized by the VA for such purposes;
- reviews Veterans Administration records as may be necessary to process claims, and to initiate and pursue appeals.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of laws, rules and regulations pertaining to veterans' benefits and of regulations and procedures for reviewing benefits; thorough knowledge of services available to veterans; thorough knowledge of administrative procedures as applied to the Veterans' Service Agency; good knowledge of practices and principles used in counseling; good knowledge of service organizations in the Community; good knowledge of the functions and services provided by other governmental units; ability to supervise, train and plan the work of subordinates; ability to process and control claims for benefits; ability to prepare agency budget; ability to establish effective working relationships with others; ability to maintain good public relations; empathy; tact; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: A veteran as defined in Executive Law, Article 17, Section 350, AND **either:**

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and two (2) years of experience (or its volunteer equivalent) involving the provision of assistance to individuals with employment, psychological, legal, financial, or other major life problems, including or supplemented by one (1) year in an administrative or supervisory capacity; OR
- (B) Completion of sixty (60) credit hours at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and four (4) years of experience as described in (A) above; OR
- (C) Graduation from high school or possession of a high school equivalency diploma, and six (6) years of experience as described in (A) above; OR
- (D) An equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

7/28/05