

ORANGE COUNTY CLASS SPECIFICATION

TITLE: VETERANS SPECIALIST **GRADE:** 12

TITLE ABBREVIATION: VETS SPECIALIST **TITLE NO.:** 6802

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: VETERANS SERVICE AGENCY **DIVISION:**

SUPERVISOR'S TITLE: SENIOR DEPUTY DIRECTOR OF VETERANS SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is specialized veteran advocacy and support work which involves counseling, guiding and assisting members of the Armed Forces, veterans and members of their families in obtaining the rights, benefits and services to which they are entitled. The work is performed under the general supervision of the Senior Deputy Director of Veterans Service in accordance with specific policies and regulations. Work guidance may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews veterans, military personnel and their families in need of assistance in obtaining benefits and services as provided by law;

Counsels and assists veterans, military personnel and their dependents on problems relating to their rights and benefits;

Performs various outreach efforts at hospitals, community centers, employment offices, etc., in order to inform veterans, military personnel and their families of services and benefits that may be available;

Provides guidance and assistance to veterans in preparing applications for benefits and claims, procuring documents and obtaining insurance due, back pay, allowances and related benefits to which they may be entitled under state and federal legislation;

Executes various forms pertaining to the various aid and benefit programs;

Secures information and evidence necessary for the proper presentation of claims;

Establishes and maintains individual case files and prepares reports and statistical information;

Reviews claimants' cases and takes necessary action to follow through on the claims;

Acts as liaison with various local, state and federal agencies, veterans' organizations, community groups, etc. relative to claims and benefits to which there might be entitlement;

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Maintains liaison with community and mental health agencies and other departments to coordinate services;

Develops and maintains a variety of routine statistical reports;

Uses computer applications such as word processing, spreadsheets, or databases to prepare correspondence and reports as required;

May represent the agency at meetings and committees, etc.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of federal and state laws and regulations pertaining to veterans benefits; good knowledge of interviewing techniques; working knowledge of the characteristics, etiologies, and inter-relationships of diseases and disabilities; good knowledge of various services available to veterans; skill in public relations; ability to arrange for services and carry through appropriate action in a variety of veteran service-related activities; ability to develop and use computer skills appropriate to the position; ability to prepare clear records and reports; ability to establish and maintain cooperative relations with others; ability to communicate effectively both orally and in writing; good powers of observation, perception and analysis; good judgment; empathy; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Completion of sixty (60) credits hours at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and two (2) years of paid or volunteer experience involving the provision of assistance to individuals with employment, psychological, legal, financial, or other major life problems; OR
- (B) Graduation from high school or possession of a high school equivalency diploma, and four (4) years of experience as described in (A) above; OR
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Education beyond 60 credits may be substituted on a year-for-year basis for work experience.

NOTE: Veterans with honorable discharge from any of the armed services and/or related experience in an office or agency dealing with veterans issues preferred.

SPECIAL REQUIREMENT: Possess and maintain a valid driver's license.