

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 05/03/11

VETERANS SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Veterans Service Agency and involves responsibility for case coordination, counseling and processing of claims for veterans or their survivors. The work is performed under the general supervision of the Director of Veterans Service Agency or his/her designee. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Provide coordination of services between the Veterans Service Agency and various County agencies, such as: Department of Health, Department of Social Services, Office for Aging, Office of Continuing Care, Office of Workforce Development, and with various community-based agencies, such as Community Action Agencies;
Assists veterans and their families with accessing benefits such as pensions, disabilities, educational benefits, health benefits, insurance and counseling;
Counsels families of deceased veterans including, burial arrangements, Social Security benefits, retirement pensions, life insurance payments, and survivor benefits;
Provide case management services on an individual basis through home visits including nursing homes and hospitals;
Maintains records and reports as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the underlying principles and philosophy regarding veterans' assistance programs; good knowledge of Federal, State and local veterans' assistance statutes and regulations; exceptional ability to deal effectively with people; sound judgment; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered two (2) year college or university with an Associate Degree in social services, human services or a closely related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** one (1) year of experience in public or private counseling, social services, human services or related field; **OR**
- (C) Two (2) years experience as outlined in (B) above.

NOTE: Verifiable part-time experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.

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SPECIAL REQUIREMENTS:

Candidate must be an honorably discharged wartime veteran (DD 214) at the time of appointment.

Candidate must possess an appropriate level, valid New York State Driver's License at time of appointment. This license must be maintained throughout appointment.

Title change only: from "Veterans Services Coordinator" to "Veterans Service Officer" on January 3, 2006.

Adopted:	"Veterans Services Coordinator"	07/15/99
Revised:	"Veterans Service Officer"	01/03/06, 05/03/11

Title in promotional series: Veterans Service Officer (Part-time), Veterans Service Officer, Deputy Director of Veterans Service Agency, Director of Veterans Service Agency