

Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 04/16/2021

VETERANS SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for case coordination, counseling and processing of claims for veterans and their dependents. The incumbent is responsible for exercising sound professional judgement and knowledge in the processing of claims, completing interviews and assessments to discern needs of the veteran, and making referrals for veterans as deemed necessary. The work is performed under the general supervision of the Director of Veterans Services. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Interpret and apply the state and federal regulations and policies pertaining to Veteran Services, including Title 38;
Provide coordination of services between the Veterans Service Agency and various County agencies and with various community-based 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;
Complete research and case analysis of veteran files in order to assist in the filing of application(s) for benefits;
Provide case management services on an individual basis through home visits including nursing homes and hospitals;
Preside over the federal Board of Veteran Appeals proceedings concerning veterans benefit claims;
Prepare written briefs detailing decision(s) related to administrative hearings of various veteran claims and submit for review;
Act as a liaison to the Veterans Legal Services Program;
Assist in and/or coordinate community events honoring veterans and promote community awareness and advocacy of veteran's service and needs;
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 college or university with a Bachelor's Degree; **OR**
- (B) Successful completion of sixty (60) credit hours at a regionally accredited or New York State registered college or university and two (2) years of human services experience; **OR**

continued...

MINIMUM QUALIFICATIONS (cont'd):

- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of human services experience.

SPECIAL REQUIREMENTS:

1. Candidate must be an honorably discharged wartime veteran unless the veteran is in possession of a Restoration of Honor Act Decision Letter restoring access to State benefits issued by the Division of Veterans' Services.
2. Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Title change from "Veterans Services Coordinator": 01/03/2006

Adopted: 07/15/1999

Revised: 01/03/2006; 05/03/2011; 01/17/2020; 03/01/2021; 04/16/2021