

VETERANS COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for assisting, counseling, and advocating for veterans and members of the armed services and their families and survivors by providing information, referral, assistance, initial screening and filing claims. The incumbent will be assigned to the main offices and all satellite offices. However, the counselor will have to conduct significant field work that includes attending outreaches, visiting veterans and their families at home, nursing homes, assisted living facilities, etc. The position will require the flexibility to work irregular hours including some weekends and extensive traveling. This counselor must be a Veteran in order to obtain accreditation to represent the Veterans and their families before the Department of Veterans Affairs. Work performance will initially be directly supervised by the Director, but direct supervision will be lessened and greater latitude will be granted to the incumbent as performance and experience increase. Supervision may be exercised over the work of subordinate staff.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Assists the Director and/or Deputy Director with interviews, correspondence, community meetings, outreach programs, and counsels veterans and family members on the types of benefits available, such as pension, death benefits, disability, medical care, back military pay, insurances, educational and loan benefits, etc., and advises them on their eligibility for benefits;
2. Assist veterans and their families in the preparation of claims for which they are entitled;
3. Ensures documentation required for processing claims is complete and accurate;
4. Assists in gathering information for appeals in cases of claim denials;
5. Aids veterans in obtaining medical care, treatment and hospitalization for both service connected and non-service connected disability;
6. Investigates concerns and complaints from veterans regarding treatment from Veterans Administration Hospitals;
7. Works closely with other County Departments, other State and Federal Agencies, and Community Service Agencies to provide assistance to veterans and their families when help needed is not available through Department of Veterans Affairs;
8. Establishes case files and maintains records and reports on services performed;
9. Attends conferences held by the Veterans Administration and other government agencies to further knowledge of changing laws, programs and benefits;
10. Participates in service groups, community activities and special events as a representative of the County;
11. May assume the duties of the Director and/or Deputy in his/her absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the federal, state and local laws pertaining to veterans and their families in order to advise them on their eligibility for benefits, complete the paperwork for application for benefits and assist them in the appeal of benefit denials;

Knowledge of various services available to veterans and their families in order to advise them of possible programs and services to which they may be entitled;

Knowledge of counseling techniques in order to assist veterans and their families with a variety of problems related to disability, death, economic and legal conditions, etc.;

VETERANS COUNSELOR (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Ability to learn local governmental administrative principles and practices such as budgeting, supervision, inventory and records management and retrieval in order to assist the Director and/or Deputy Director in maintaining an efficient office operation;

Ability to learn public relations techniques in order to work with community organizations, veterans organizations and a variety of federal, state and local agencies to promote the needs of veterans and secure provision of services;

Ability to communicate clearly and effectively with a wide variety of clientele in order to elicit information and explain services;

Ability to plan and supervise the work of others;

Ability to use computer software programs to retrieve records and prepare correspondence, forms, and reports;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of high school equivalency diploma, and:

EITHER: (A) Graduation from a regionally accredited or New York State recognized college or university with a Bachelor's degree;

OR: (B) Graduation from a regionally accredited or New York State recognized college or university with an Associate's degree and one (1) year of military experience or experience working in a Veterans Service Agency;

OR: (C) Two (2) years of military experience or experience working in a Veterans Service Agency;

OR: (D) An equivalent combination of training and experience between the limits of (A), (B) and (C) above.

SPECIAL REQUIREMENT:

Candidates must be a Veteran of the United States Armed Forces Active Military or Active Reserve or National Guard with an honorable discharge.

Candidate must obtain Department of Veterans Affairs Accreditation within 12 months of appointment and must retain accreditation throughout employment.

Possession of a New York State Driver License at time of appointment and to maintain position.

HU3103

Adopted: 10/01/2008

REVISED: 8/11/2009 8/30/2010 5/30/17