

DEPUTY DIRECTOR, VETERAN'S SERVICE AGENCY

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for assisting the Director, Veteran's Service Agency in the administration of the Ulster County Veteran's Service Agency (UCVSA). The work involves the handling of all services to veterans and their families. An incumbent may perform some or all the duties of a Veterans Benefits Representative (which may also be referred to as a Veteran Service Officer or VSO), as well as have responsibility for veteran outreach and related public events. In the absence of the Director, Veteran's Service Agency, the incumbent may assume the responsibility of the Director. Work is performed under the general supervision of the Director, Veteran's Service Agency. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may do some or all of the following, as well as other related activities not described.

Manages Department projects and outreach initiatives; interfaces and coordinates with other government entities and community partners to conduct events that expand the base of clients served;

Manages the Department medical transportation mission and associated drivers and vehicles;

Ensures schedules and resources are employed efficiently and in service to the needs of veterans in need of transportation services;

Coordinates with Fleet personnel to ensure reliable vehicles are available when needed, including periodic maintenance, repair and replacement and ensures Department drivers are properly credentialed and performing their duties safely and effectively;

Oversees and manages the Department activities associated with indigent and homeless veterans, including responsibility for related facilities and their operation;

Develops and/or improves Department operating procedures and processes;

Oversees and implements Department training and monitors employee competence and effectiveness;

Responsible for screening and recommending candidates to fill open positions;

Provides subject matter guidance to staff Veterans Benefits Representatives (VSO's) as needed;

May perform the duties of a Veterans Benefits Representative (VSO);

Maintains records and prepares reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Federal and State regulations dealing with veteran's issues; Good knowledge of various services available to veterans; ability in public relations; ability to establish and maintain effective working relationships with clients, private

and governmental agencies; ability to elicit staff cooperation and support of others; good judgment; good communication skills; emotional maturity; patience; willingness to accept responsibility; initiative and resourcefulness; interest in veterans' problems; tact.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, and two (2) years of responsible experience in supportive services and/or organizational leadership; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, and four (4) years of responsible experience in supportive services and/or organizational leadership; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma, and six (6) years of responsible experience in supportive services and/or organizational leadership; **OR**
- D. An equivalent combination of training and experience as described in A, B and C above.

Special Requirement: A candidate to this title must be a veteran as defined by 38 U.S. Code § 101, sections (2), (21), (22), (24) and (27). 38 U.S. Code §101, section (2) defines a veteran as a person who served in the active military, naval, or air service, and who was discharged or released therefrom under honorable conditions.

For purposes of appointment to this title, an individual must become accredited by a US Department of Veterans Affairs recognized Veterans Service Organization (which, for Ulster County is the American Legion). The incumbent in the position must be eligible to gain membership (as defined in the Charter of the American Legion National Constitution and By-laws § 21703) in order to qualify for and maintain VSO accreditation; must achieve such accreditation within one (1) year of appointment, remain a member in good standing, and otherwise meet the qualifications in Federal 38 CFR §14.629.

ULSTER COUNTY
2340 DEP DIR VA
Classification: Non-Competitive
NUMGT

Revised: February 22, 2018