

## **VETERANS BENEFITS REPRESENTATIVE**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class (which may also be referred to as a Veteran Service Officer or VSO) is responsible for assisting veterans, active members of the armed forces, their families and survivors (clients) with available services and benefits. This includes the preparation and processing of claims and applications to the Department of Veterans Affairs and other government bodies. The work involves conducting interviews with clients to determine the appropriate program benefits and ensuring that the proper applications and filings are processed to assure that the greatest benefit is accorded the client. The work involves assisting clients to obtain other government services and benefits appropriate to their need. The work is performed under the general supervision of the Director of Veterans' Service Agency, with substantial leeway allowed for the exercise of independent judgement in carrying out the specific requirements of the program. Supervision is not a function of this position other than to prepare documents for processing by members of the clerical staff. 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.

Reviews and evaluates eligibility requirements of veterans and family applicants for veteran's benefits offered by the Department of Veterans Affairs and other government bodies;

Conducts in-depth interviews with clients in person or over the telephone to collect and compile relevant information and assists the applicant in the preparation and processing of claims for government benefits;

Establishes a relationship with clients and their families to insure proper provision of services;

Provides service planning and under care to assigned cases in the forms of interviewing, coordinating, linking to ancillary services and making referrals to professional counseling;

Investigates needs and arranges for delivery of personal care services, periodically reviewing same for effectiveness and continued need;

Determines the need for supportive services including outreach and dissemination of information, making referrals as necessary;

Performs various research tasks to develop alternative benefit sources for applicants;

Prepares a variety of documents, records and reports to support the requirements of the benefits programs offered;

Develops and maintains working relationships with staff, agencies, community organizations and other interested entities to develop additional resources for clients;

Assists in the areas of entitlements, housing, clothing, food, transportation and legal services;

Prepares and maintains a variety of documents, case records and reports to support the requirements of the benefits programs offered;

Maintains detailed electronic and paper records of client cases with pertinent information such as contacts made and steps and actions taken;

Assists in the maintenance of Agency files and records, and works with Agency staff to assure the maintenance of proper statistical and financial records;

Attends staff meetings in order to exchange information and receive supervision;

Visits facilities to perform duties and provide services for off-site clients as assigned;

Operates computerized equipment for the purpose of entering, maintaining and utilizing information and records related to the Agency programs;

Keeps informed of new and revised laws and regulations that apply to duties of this title; completes continuing education training as directed;

Assists clients with appeal of improper or denied veteran benefits;

May assist in the public information and education efforts of the Agency as it relates to the intent and focus of benefit programs;

May assist applicants to transition into meaningful employment by developing linkages and collaborating with employers in the public or private sector;

May review client applications to determine eligibility for Workforce Investment Act (WIA) job training or skill development programs.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of Federal and State regulations dealing with veterans issues; good knowledge of Business Arithmetic and English; working knowledge of forms and procedures for filing claims and related correspondence; working knowledge of Federal and State programs which provide services to the veteran community; ability to acquire knowledge of the theory and practice of providing services to the veteran community; ability to collect, organize, and interpret data; ability to establish and maintain effective working relationships with clients, private and governmental agencies; ability to express oneself clearly both orally and in writing; ability to prepare records and reports; patience; initiative; empathy; resourcefulness; tact; courtesy.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from an accredited college or university with an Associate's Degree; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience performing case work reviews or reviewing claims for benefits; **OR**

C. An equivalent combination of training and experience as defined in the limits of A and B above.

**Special Note:** An Honorably Discharged veteran of the Armed Services or a veteran who served in a time of war and is in possession of a Restoration of Honor Act Decision Letter restoring access to State benefits issued by Division of Veterans Services may substitute their military service for one (1) year of the above-mentioned experience.

**Note:** The incumbent must either possess a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrate their ability to meet the transportation needs of the job to meet field work requirements in a timely and efficient manner.

**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 or is a veteran who served in a time of war and is in possession of a Restoration of Honor Act Decision Letter restoring access to State benefits issued by Division of Veterans Services, or who has been furloughed to the reserves.

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 or New York State). 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 from the American Legion; 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  
7495 VET BN REP  
Classification: Competitive  
7494 VB RP HLP  
Classification: Non-Competitive  
Grade: 12  
Union: CSEA

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