

VETERANS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized veteran advocacy and support work which involves counseling, guiding and assisting members of the Armed Forces, veterans and members of their families in obtaining the rights, benefits and services to which they are entitled. An incumbent in this position also assists the Director, County Veteran's Service Agency, in various administrative duties. The work is performed under the general supervision of the Director, County Veteran's Service Agency and in accordance with specific policies and regulations. Work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews all persons seeking information, advice or assistance regarding veterans' benefits and services;

Provides guidance and assistance to veterans in preparing applications for benefits and claims, procuring documents and obtaining insurance due, back pay, allowances and related benefits to which they may be entitled under state and federal legislation;

Counsels clients in order to evaluate their military knowledge, education and training in relation to civil occupations;

Establishes and maintains individual case histories;

Acts as liaison with local, state and federal agencies, veterans' organizations, community groups, etc. in order to exchange information and obtain services;

Maintains liaison with community and mental health agencies and other departments to coordinate services;

Advises veterans regarding local employment, vocational training and educational opportunities;

Maintains statistical records and prepares reports as required;

Obtains resources for the agency through grants, media contact, etc., in accordance with established guidelines and agency policy;

Assists the Director by performing assigned administrative duties, representing the agency at meetings and on committees, etc.;

Provides input regarding the preparation of news and publicity releases;

Develops and maintains a variety of routine statistical reports;

May prepare routine correspondence and bulletins;

May accompany veterans to appeal hearings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of federal and state laws and regulations pertaining to veterans benefits; good knowledge of interviewing techniques; ability to arrange for services and carry through appropriate action in a variety of veteran service-related activities; ability to establish and maintain cooperative relations with others; ability to communicate effectively, both orally and in writing.

(over)

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree and five (5) years of paid work experience that substantially included counseling individuals, one (1) year of which must have included veterans counseling as a major aspect of the work; or
2. A Bachelor's degree and two (2) years of paid work experience that included veterans counseling as a major aspect of the work.
3. The required general experience indicated in #1 and #2, above may be substituted for college on a year-for-year basis, up to four (4) years. (Example: A candidate with three (3) years of college and six (6) years of work experience that substantially included counseling individuals is qualifying).

PROMOTION: One (1) year of permanent status as a Veterans Counselor.

Counseling involves interviewing individuals and/or families, discussing and evaluating their problems and/or needs (e.g. drug & alcohol abuse, family conflicts, disabilities) and developing and carrying out plans to resolve problems and/or accomplish goals. Those who perform counseling duties work directly with individuals and/or families on an on-going basis in order to assist them and monitor and evaluate their progress.