

VETERANS SERVICE COUNSELOR

CODES/PAY GRADE

Class Code: 2845

EEO Code: A

Pay Grade: 119

MAJOR FUNCTION

Counsels, advises and assists Veterans, widows, and dependents in any claim with the U.S. Department of Veterans Affairs or other Federal, State, or County agencies to secure benefits they may be entitled to under County, State or Federal laws/statutes.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Interviews veterans and/or their dependents to determine eligibility for benefits.

Verifies application information through Federal, State and Local agencies as required to process claims.

Makes inquiries as necessary to Veterans Administration and other agencies in order to resolve problems or establish a source of social assistance for clients.

Prepares appeals which are subject to review by the U.S. Court Veterans Appeals.

Reviews amendments and/or policy changes periodically to Title 10/38 USC, 38 CFR, and regulations, VA program guides and VA rating schedules.

May perform duties at established satellite locations.

Coordinates for the hospital needs and medical care of clients. Counsels and files applications for service-connected disability and widow's benefits; education, (veterans and eligible dependents); medical treatment; aid and attendance, domiciliary care, specially adapted housing, clothing allowance, automobile and adaptive equipment, death benefits; home, mobile home, and condominium loans, veteran's preference in employment, Florida D.V. tag, and life insurance.

Prepares and processes various veteran claims, reports, and records in a timely manner as required.

Interacts with various individuals and groups on matters related to veterans benefits.

Prepares claim forms and legal briefs. Assists veterans in research, development and prosecution for correction of military records and discharge review applications.

VETERANS SERVICE COUNSELOR (Page 2 of 3)

Contacts doctors and other individuals relative to furnishing official affidavits and evidence for individual claimants

Counsels and advises veterans and their dependants by telephone, in the office, at hospitals, nursing homes, veterans' homes as required.

Liaison between clients and VA Medical Center/Outpatient Clinic.

Works with representatives of a variety of governmental agencies on matters related to veteran benefits. Works with Veterans Outreach Centers.

Required to participate in and attend related conferences and conventions.

Maintains files on all veterans claims.

Performs related work as required.

KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of the laws, rules, and regulations governing veterans benefits under Federal and State Statutes.

Ability to exercise good judgement in counseling and in assisting in the solution of veterans' problems. Ability to enlist and retain the respect, confidence and cooperation of veterans and veteran agencies. Ability to interpret and enforce various Federal and State Statutes dealing with veteran affairs. Ability to fill out governmental forms precisely and completely. Ability to maintain files. Ability to establish and maintain effective working relationships with employees, veterans, their dependents, civic groups, all community service organizations and the general public. Ability to express oneself clearly and concisely, orally and in writing. Ability to use personal computer including word processing and spreadsheet applications.

MINIMUM QUALIFICATIONS

Graduation from an accredited two (2) year college or university, plus two (2) years military experience. Must be an honorably discharged veteran of U.S. armed forces.

A comparable amount of education and training may be substituted for the minimum educational qualifications. Must possess a current Florida driver's license.

ADA REQUIREMENTS

Physical Demands: Ability to talk, see; finger dexterity.

Mental Demands: Ability to read and comprehend legal statutes and ordinances, reports, and summaries. Ability to write compound, complex reports detailing information and data; memos, letters. Ability to speak clearly and concisely on complex legal issues as they relate to benefits. Ability to perform basic mathematical functions (addition, subtraction, multiplication, division.) Ability to apply statutes, ordinances, laws to real cases.

Environmental Demands: Inside work

Revise

d 10/99