

Please be advised that Union County is not the hiring authority for the Veterans Affairs Officer position. This position is appointed by the Governor of the State of South Carolina with recommendations coming from the State Legislature.

Union County, is assisting the State Legislature by collecting applications & resumes for the position. To be considered for the VA Service Officers Position please complete the online application, you must also submit a resume by emailing it to HR@countyofunion.com. Upon request, Union County will provide all applications and resumes to the State Legislature for consideration for the position.

Questions may be directed to Kindra Horne by emailing khorne@countyofunion.com or calling 864-466-3604

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A 13 Salary Range \$34,005.24-\$47,746.06

Hiring Minimum \$34,005.24

Hiring Maximum \$38,863.14

UNION COUNTY, SOUTH CAROLINA

JOB DESCRIPTION

JOB TITLE: VETERANS AFFAIRS SERVICE OFFICER

HEALTH AND WELFARE DEPARTMENT

GENERAL STATEMENT OF JOB

Under general direction, serves as a professional representative/advocate of veterans and their dependents to help ensure clients receive the full benefits they are entitled to as veterans. Maintains client records and prepares related reports. Performs other administrative work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Plans, coordinates and supervises the activities of the Veterans Affairs Department.

Supervises subordinate staff and volunteers; supervisory duties include instructing, planning and assigning work, reviewing work, maintaining standards, coordinating activities, acting on employee problems, selecting new employees and recommending employee discipline and discharge as appropriate. Offers training, advice and assistance as needed.

Develops and implements department policies and procedures.

Develops and manages the department's annual budget.

Assists veterans and/or their dependents in obtaining benefits from the Department of Veterans Affairs (DVA) including disability, medical, pension, death and burial, education, vocational rehabilitation, home loan and life insurance benefits; general Social Security Administration benefits, and benefits of other federal, state, and local assistance programs.

Interprets complex policies, procedures and laws to clients.

Gathers pertinent case information through interviews, research and the corroboration of date, documentation and regulations. Verifies information received as appropriate.

Visits hospitals, nursing homes and residences of incapacitated veterans/claimants as needed to gather/verify information and discuss claims.

Prepares and maintains case files.

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Determines client eligibility for benefits; refers clients to other agencies for assistance as appropriate.

Completes and/or assists clients in completing the required forms and compiling the necessary documentation for the application/claim process.

Assists clients through legal processes as required.

Obtains and disburses prescribed medications for veterans and their dependents as appropriate.

Coordinates transportation for veterans to VA facilities as needed.

Provides on-going case management.

Coordinates department activities with those of other government agencies as appropriate.

Maintains knowledge of all current laws and regulations pertaining to veterans' benefits.

Receives and responds to inquiries and complaints regarding department services and procedures.

Prepares and/or processes a variety of documents, including schedules, vehicle logs and maintenance records, time sheets, operations reports, budget documents, and various forms and records, required reports and general correspondence.

Refers to policy and procedure manuals, computer manuals, benefits manuals, medical and health reference books, directories, veteran rosters, etc.

Operates a vehicle and a variety of office equipment, including a computer, fax machine, paper shredder, copier, calculator, and telephone.

Uses clerical and computer supplies.

Interacts and communicates with various groups and individuals such as the County Supervisor, other County Department Heads, subordinates, Veterans Administration personnel. Department of Social Services personnel, Mental Health Department personnel, nursing home personnel, medical/health care providers, Job Service personnel, financial institutions, Social Security Administration personnel, various other government agencies and the general public.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

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MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's degree in business or other relevant field supplemented by one to two years of general administrative work experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess and maintain certification of completion of VA training.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate physical effort in light work, typically involving stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from Supervisor and giving instructions to subordinates and volunteers.

Language Ability: Requires ability to read a variety of policies and procedures, laws, codes, legal documents, benefits documentation, etc. Requires the ability to prepare reports, records, correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to use influence systems in staff and volunteer supervision; to learn and understand relatively complex principles and techniques; to make independent judgements in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instruction; to teach and counsel employees. Must be able to communicate effectively and efficiently using legal and insurance terminology. Must be able to communicate with persons of varying educational and cultural backgrounds.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

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Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear; (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the methods, procedures and policies of County and department as they pertain to the performance of duties of the Veterans Affairs Service Officer. Has knowledge of the functions and interrelationships of the County and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of interviewing and counseling techniques and procedures. Has knowledge of the many programs of the Department of Veterans Affairs and the eligibility requirements for each; has knowledge of DVA and medical terminology, symbols and abbreviations. Has knowledge of related federal, state and local social services and public assistance programs and their related laws, rules and regulations. Has knowledge of the records, forms and reports which must be completed. Has knowledge of the appeals process and appellant terminology. Has working knowledge of psychology, sociology, research methods. Has working knowledge of constitutional law as applied to veterans affairs. Has knowledge of financial management and accounting procedures. Is able to prepare legal briefs in appeals to the Board of Veteran Appeals and Court of Veterans Appeals. Is able to conduct research and perform various analyses and interpretations of laws and regulations necessary to ensure proper case management. Is able to submit necessary paperwork for clients to the proper agencies accurately and in a timely manner. Is able to establish and maintain effective rapport with clients, DVA personnel, and others contacted in the course of work. Is able to recognize emotionally or mentally ill individuals and to use appropriate measures in dealing with each. Is able to analyze and determine clients' needs and determine the proper courses of action. Is able to develop and make presentations to

large and small groups. Is able to make sound, educated decisions. Knows how to apply managerial concepts and principles; has knowledge of administrative principles involved in developing, directing and supervising various programs and related activities. Is able to effectively supervise and evaluate the

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work of subordinates. Has the ability to offer assistance to co-workers and employees of other departments as required. Has the ability to plan and develop daily, short- and long-term goals related to County purposes. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has good organizational, technical and human relations skills. Is able to maintain confidentiality as required. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology, has skill in the use of computers for word processing and records management. Has the mathematical ability to handle required calculations. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Knows how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standard and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgement: Exercises analytical judgement in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and

procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgement.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are

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justified, ie., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

Staffing: works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance and takes timely and

appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls

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the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

Decision Making: Exercises discretion and judgement in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

Policy Formulation: Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

DISCLAIMER; This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.