

**Chippewa County
Position Summary
Description of Essential Duties**

**County Veterans Trust Fund Part-time Program
Director / Veterans Service Officer**

Wage - \$16.45 Hourly

Position Summary

Under the supervision of the Chippewa County Department of Veterans Affairs Director, provides information and assistance to veterans and/or their dependents in obtaining benefits through federal, state, and local avenues. Will oversee and administer the Chippewa County Veterans Trust Fund grant. These duties will include, but not be limited to, yearly grant application, quarterly reports, budget amendments, veteran application assistance, veteran eligibility assurance, promotional events, social media, and veteran outreach. The Program Director will also assist eligible veterans with applying for the Michigan Veterans Trust Fund when applicable.

Under the supervision of the Chippewa County Department of Veterans Affairs Director, will prepare and submit claims. Will need to be familiar with federal, state, and local laws pertaining to veterans benefits. Will work with federal, state, and local agencies to assist veterans as needed.

Essential Duties and Responsibilities

Chippewa County Veterans Trust Fund Duties

- Administers the Chippewa County Veterans Trust Fund (CCVTF) under the supervision of the director of the Chippewa County Department of Veterans Affairs (CCDVA) director and acts as liaison to the Chippewa County Michigan Veterans Trust Fund Board.
- Investigates the circumstances surrounding financial assistance requests while interviewing the applicant, completes the application, and obtains necessary supporting documentation.
- Processes burial benefits applications and ensures eligibility for county burial benefits.
- As liaison to the trust fund board, presents relief fund applications to the CCVTF board members with supporting documentation, and briefs them on the circumstances surrounding the requested need.
- Initiates payment of the approved financial request applications and the approved county burial benefits applications.
- Updates and maintains various spreadsheets used to collect data for reporting purposes.
- Creates and maintains veteran case files.

Veterans Service Officer Duties

- Assists veterans in obtaining their DD214 (military discharge document), military personnel records, service medical records and medals.
- Assists veterans in completing Veterans Affairs (VA) healthcare enrollment forms, provides information regarding VA healthcare and provides assistance in navigating the VA healthcare system.
- Assists in ordering VA furnished headstones and grave markers.
- Interviews veteran and/or their dependents to determine eligibility for benefits and services.
- Reviews legislation, Department of Veterans Affairs (DVA) guidelines, medical reports, and military service history to determine the validity of possible claims.
- Advises veterans and/or their dependents regarding services and benefits available through the DVA and refers them to outside agencies when appropriate.
- Assists veterans and/or their dependents in completing and filing applications for non-service-connected pension, service-connected compensation, death pension, dependency and indemnity compensation, medical care, burial allowances, insurance benefits and all other benefits as appropriate.
- Conducts research, develops and submits claims for benefits to the DVA. Corresponds with appropriate agencies, offices, etc. to secure affidavits,

certificates, medical records, opinion statements and any other documentation needed to fully develop a claim.

- Follows up on pending claims and advises clients of status.
- May represent the Veterans Affairs office at meetings with veterans' service organizations and other interested groups.
- May make presentations to various veteran and community organizations about veterans' benefits and services available.
- Maintains and updates records, case files and other materials for review and referral.
- Maintains current list of supportive and community services in order to refer and provide additional assistance to clients.
- Utilizes current county-wide and department specific software to complete the functions of the position.
- Scans documents into veteran specific database (VetraSpec).
- May make site visits to veterans and/or dependents in their homes or institutions such as hospitals, nursing homes, assisted living homes and the Chippewa County jail.
- Attend specialty court proceedings for the Chippewa County Mental Health Court.
- Arrange transportation to the Iron Mountain Healthcare per the DAV transportation rules and regulations for the Chippewa County Department of Veterans Affairs.
- Will obtain accreditation as a Veterans Service Officer (VSO) through attendance at a United States Department of Veterans Affairs approved accreditation training program within a time period to be determined by the director of the Veterans Affairs office. Maintains accreditation through required training and obtaining proper continuing education units.
- Ensures privacy laws are adhered to with regard to client files and information.
- Completes the appropriate training with the DVA in order to obtain remote access to DVA computer system and completes all necessary refresher training as required by the DVA.

Knowledge Skills & Abilities

- Considerable ability to display tact, emotional stability, compassion, empathy and patience while dealing with distressed individuals.
- Ability to relate to problems often realized by veterans and/or dependents in comprehending and securing available VA benefits.
- Considerable ability to cope with difficult and/or emergency situations requiring immediate decisions in accordance with departmental policies and objectives.
- Considerable ability to exercise mature judgement and initiative in analyzing problems and
- recommending solutions.

- Ability to assess situations, solve problems, work effectively under stress, within deadlines and in emergency situations.
- Ability to establish and maintain effective working relationships with elected officials, administrators, department heads, county employees, professional contacts and the general public.
- Effective communication skills, both orally and in writing.
- Able to attend meetings scheduled at times other than normal business hours.
- Ability to understand and interpret detailed medical reports.
- Some knowledge of laws, rules and regulations regarding veterans' benefits.
- Reasonable skill in assembling and analyzing data, preparing comprehensive and accurate reports.
- Considerable skill in the use of office equipment and technology, including Microsoft Office applications, Excel, Adobe, county applications and federal applications.

Special Requirements

As a condition of employment, an employee in this classification must attend a United States Department of Veterans Affairs approved VSO accreditation training program, receive the accreditation certificate and apply for cross accreditation with veterans service organizations.

Must possess a valid Michigan driver's license and an operable insured automobile for authorized travel while performing assigned duties.

Tools

Personal computer using Microsoft Office, Adobe, Excel and software program specific to veteran's benefits, copy machine, fax machine, document scanner, postage machine, fax machine, calculator, telephone.

Work Environment / Physical Demands

The physical demands and work environment characteristics are representative of those an employee encounters while performing the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this position, the employee is regularly required to communicate in person and by telephone, read regular and small print and to view and produce written and electronic documents. Manual dexterity and regular fine-finger and hand/wrist motions are required for operating a keyboard, writing, filing, etc. The employee must be mobile in an office setting with the ability to stand, sit, bend, kneel and reach with hands and arms.

The employee should be able to lift, move and carry equipment and supplies that weigh up to 25 pounds.

The typical work environment of this position is an office setting where the noise level is quiet to moderately quiet. The employee might possibly be exposed to home situations in which unsanitary or unhygienic materials, individuals and situations are encountered in the course of performing required duties.

Selection Guidelines & Disclaimers

Must be able to complete and/or pass all Chippewa County pre-employment requirements, including but not limited to: Chippewa County employment application, oral interview, reference check, background check, drug screening and employee physical.

The duties listed above are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities and duties.

The position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

Chippewa County is an Equal Employment Opportunity Employer