

## **COUNTY VETERANS SERVICE OFFICER**

The Veterans Service Officer counsels and advises veterans and dependents concerning benefits under the supervision of the County Veterans Board. The County Veterans' Service Board shall appoint, subject to confirmation by the County Board of Supervisors, according to Nebraska State Statute section 80-401.01, 80-407, 80-410.

**The County veterans service committee; meeting; relief; persons entitled; determination; payment; tax; amount authorized, according to Nebraska State Statute section 80-102.**

### **QUALIFICATIONS**

All County Veterans Service Officers shall have served on active duty in the armed forces of the United States, other than active duty for training, shall have been discharged or otherwise separated with a characterization of honorable from the service, and shall have been a bona fide resident of the State of Nebraska continuously for at least one year immediately prior to assuming any such position, except that if there is no applicant for County Veterans Service Officer in a county who will have been a bona fide resident of the State of Nebraska continuously for at least one year prior to assuming such positions, the one-year residency requirement may be waived. Must be able to be accredited as a Veterans Service Officer.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Counsel, advise and assist veterans and/or their dependent relatives to their entitlement and application for:
  - a. Veterans' benefits including pension, compensation, hospitalization, education, insurance, burial benefits, vocational rehabilitation, and other benefits are available.
  - b. Nov-veteran benefits such as Social Security and Re-employment compensation
  - c. Benefits for families of deployed service members.
2. Prepare a variety of case forms. Develop, and assemble evidence and documentation in support of applications, claims and appeals for benefits. Assist veterans in preparing applications and benefit maintenance documentation for various veteran programs including TRICARE, CHAMPVA, pension income verification, DVA relief, and veteran benefits.
3. Coordinate processing of benefit applications through verbal and written communications with veteran service representatives and the Veterans Administration.
4. Conduct home and hospital visitations to assist veterans unable to file their benefit applications at the office due to physical or mental disabilities.
5. Coordinate and schedule veterans for care at VA hospitals, outpatient clinics, and long-term nursing care Veterans Homes.
6. Consult with VA and other providers regarding plans for case referral.
7. Refer veterans and their families to resources available for in-home care and/or respite care at VA Hospitals and placement at Veterans Homes.
8. Assist veterans in applying for correction of military records as needed.
9. Administrative duties include maintenance of records, meeting minutes, statistical data, budgets, and activity records.
10. Prepare and oversee the annual budget. Submit reports as required by the County, Veterans Administration, and the County Veterans Board.
11. Attend seminars and meetings for the purpose of training to learn of changes in statutes, regulations, and policies affecting veterans benefit programs.
12. Prepare press releases regarding the general nature of and the services provided by the Veterans Service Office and to outline changes in Federal and State veteran benefits.

13. Follow proposed legislative changes and communicate with legislators.
14. Address complaints and resolve conflicts.
15. Prepare applications for grants administered by the Department of Veterans Affairs.
16. Initiate county-wide outreach to inform veterans of their rights and benefits. This may occur during evenings, weekends, and days off. Veteran's Service Office outreach may include hospitals, nursing homes, jails, mental health units, community clubs, and civic organizations.
17. Act as a liaison with the general public and various veterans' organizations.
18. Represent the office at Cuming County veterans' organizational meetings, including VFW and the American Legion. Attend a meeting of each recognized veteran's organization in the County at least quarterly. Such meetings may occur during evenings, weekends, or days off.
19. Volunteer to participate at veteran funerals, holiday ceremonies such as Memorial Day and Veterans Day, as well as various public speaking engagements. All of which may occur during evenings, weekends, and days off.
20. Serve as the Secretary of the Cuming County Veterans Board, with such duties assigned by the Board, to include taking and keeping of meeting minutes. Note: the Veterans Service Officer is not a member of the Cuming County Veterans Service Board and is not entitled to vote on Board actions, but serves in an advisory capacity to the Board.
21. Maintain a complete, organized, and confidential filing system for all Veteran's registered with the Cuming County Veteran's Service Office.
22. Keep the Cuming County Veterans Board and the Cuming County Board of Supervisors informed of activities as requested through verbal and written reports and communications.
23. The Veterans Service Officer must also serve as the County General Assistance Manager. (See General Assistance Manager job description)
24. Other duties as assigned.

#### **DESIREABLE KNOWLEDGE, ABILITIES AND SKILLS**

He/she must have extensive knowledge, or be able to gain extensive knowledge, of the statutes that relate to Veteran's benefits. Applicant must demonstrate experience in effective communication and possess excellent people skills. Must have the ability to work independently and to properly interpret and apply the rules pertaining to veterans' benefits. He/she must possess an ability to be compassionate and patient, while advising the Veteran population of the County on available benefits. He/she must be able to stay current on all State and Federal benefits available to Veterans. Applicant must be skillful on Microsoft Suite, Outlook, and OneDrive. He/she must also possess the knowledge to search appropriate websites to aid in the fulfillment of the duties of the office.

#### **PHYSICAL REQUIREMENTS**

Must have the ability to do manual labor involving bending, twisting, lifting, standing and sitting; at times, must have the ability to lift 50 pounds of paper or forms; may have to climb a ladder; must possess the ability to understand and carry out routine oral and written instructions.

**This individual must have the ability to work in varying Nebraska climatic conditions; may be required to work other than normal hours to fulfill the public responsibilities of the office; and performs "other duties as assigned".**

#### **ESSENTIAL ATTENDANCE AND AVAILABILITY REQUIREMENTS**

Must maintain an acceptable level of attendance, punctuality, and availability as determined by the immediate supervisor; must work such regularly scheduled hours as are determined by the immediate supervisor.

supervisor; must work any required overtime, weekends, and holidays; must work at the assigned work site; must travel as required.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The County recognizes that an individual with a disability may require an accommodation to enable him or her to successfully perform a job function. Consideration will be given to reasonable accommodations.

**The Veterans Service Officer will also comply with the County Purchasing Act, Section 23-3101 to 23.3115, which is included in the County Board Handbook.**

  
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Supervisor's Signature

  
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Employee's Signature

Effective Date of Job Description: 8/30/2023