



ASSISTANT VETERAN SERVICES COORDINATOR

CLASS SUMMARY: To perform responsible work that promotes the welfare of Veterans, their dependents, and survivors. To counsel, advise, and assist veterans and dependents of veterans in obtaining benefits provided for them by county, state, and federal laws. To participate at the direction of the Veterans Services Coordinator in developing action plans to obtain the needed support for veterans and their dependents. To assist in the development of the veteran services program and training; and to perform related duties as assigned.

SUPERVISION RECEIVED:

Receives direction from the Veteran Services Coordinator. Exercises direct supervision over program volunteers and interns. May exercise technical and function supervision over support staff.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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| 1. | Advises veterans and dependents of veterans of their rights under applicable benefit acts. |
| 2. | Organizes and promotes special aspects of the program, as assigned. |
| 3. | Reviews current federal and state legislation as related to veteran benefits. |
| 4. | Investigates and conducts interviews with veterans and dependents of veterans to obtain a comprehensive case history in order to determine eligibility for aid. |
| 5. | Assists in representing the department; develops and maintains close liaison with other veteran service agencies. |
| 6. | Identifies, enlists, monitors, assigns, and evaluates the work of volunteers and interns, as assigned. |
| 7. | Responds to requests for information and provides assistance in orienting the public and individuals to the service and program being delivered. |
| 8. | Selects appropriate forms, ascertains necessary evidence/documents required and assists veterans and dependents of veterans in the preparation of applications for state and federal benefits to which they may be entitled under applicable laws. |
| 9. | Reviews military service information, medical history, family finances and other pertinent information, and files claims for veteran benefits on behalf of eligible applicants. |

LANE COUNTY
Assistant Veterans Services Coordinator (Continued)

10.	Counsels veterans, their dependents and survivors regarding benefits and rights as appropriate to the individual situation, and may provide referral to appropriate local resources.
11.	Prepares and maintains a variety of reports and documentation, as required

Knowledge of (position requirements at entry):

- Pertinent federal and state legislation relating to benefits for veterans and their dependents.
- Community social resources providing services to veterans.
- Legal documents and processes necessary to substantiate benefit claims.
- Office practices and procedures.
- Volunteer resources and the practices associated with using volunteers and interns.
- Procedures and resources available to handle new, unusual or different situations.

Skills in (position requirements at entry):

- Enlist and coordinate the use of volunteers and interns.
- Coordinate and organize a special aspect of a service or program.
- Prepare and process legal documents necessary to substantiate benefit claims, and evaluate data.
- Identify community resources and use them to better the service or program.
- Gather information and conduct interviews of a personal nature with veterans and dependents of veterans.
- Establish and maintain cooperative working relationships with individuals from diverse groups and backgrounds.
- Communicate effectively, both orally and in writing.

Training and Experience (positions in this class typically require):

- Equivalent to the completion of two years of college. Coursework or a degree in business or the social sciences is desirable.
- Two years of responsible experience in community service providing direct client assistance requiring public contact, interviewing, and data evaluation.
- A minimum of six months' experience dealing with government benefit regulations and/or veteran programs strongly preferred.
- An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Licensing Requirements (positions in this class may require):

Possession of a valid Oregon driver's license.

NOTE: These positions are represented by AFSCME Local 2831.

Classification History:

FLSA Status: Non-Exempt