



Veterans Services Representative VI

Salary Group: B21

Class Code: 5109

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
VETERANS SERVICES REPRESENTATIVE I	5104	B16	\$37,918 - \$58,130
VETERANS SERVICES REPRESENTATIVE II	5105	B17	\$39,976 - \$61,399
VETERANS SERVICES REPRESENTATIVE III	5106	B18	\$42,521 - \$67,671
VETERANS SERVICES REPRESENTATIVE IV	5107	B19	\$45,244 - \$72,408
VETERANS SERVICES REPRESENTATIVE V	5108	B20	\$48,158 - \$77,477
VETERANS SERVICES REPRESENTATIVE VI	5109	B21	\$51,278 - \$82,901

GENERAL DESCRIPTION

Performs highly advanced (senior-level) veterans assistance work. Work involves providing technical consultation on the veterans service program and developing program objectives. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Coordinates and evaluates veterans employment and outreach activities.

Interviews veterans, their dependents, or survivors; and provides services, counseling, and assistance in obtaining benefits, rights, and entitlements.

Coordinates the contractual obligations of onsite service providers at state-owned veterans homes and cemeteries.

Plans, develops, recommends, and reviews techniques, service delivery methods, standards, policies, and procedures to identify gaps in resources and to recommend improvements.

Reviews and evaluates case management and/or client files, and maintains case standards and caseload control.

Works with veterans agencies to coordinate and improve the veterans service program, and provides instruction in the proper filing and handling of veterans' claims work or other applicable programs.

Reviews and evaluates action taken by rating boards in rating claims for benefits, represents veterans before rating boards, and takes necessary corrective action for successful adjudication of claims.

Obtains, evaluates, and presents evidence for the development of claims by veterans.

Consults with and provides technical assistance to the public and staff concerning claims and employment work, veterans homes and cemeteries, and veterans land programs.

Represents veterans before military discharge review boards, physical evaluation boards, and U.S. Department of Veterans Affairs rating boards and appeals hearings.

Coordinates the marketing of veterans programs to community and professional groups to encourage interest in programs and to secure support for those programs.

Serves as contact person and maintains open and proactive channels of communication with veterans organizations, operators for veterans services, and the public.

Conducts administrative inquiries and private investigations as directed.

Maintains effective working relationships with veterans organizations, hospitals, military discharge centers, and the community.

Prepares and reviews reports.

Develops and initiates training programs.

May supervise the work of others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in veterans programs and services, including supervisory experience. Graduation from an accredited four-year college or university with major course work in social work, business administration, human resources, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of laws pertaining to benefits, rights, and entitlements of veterans; assessment techniques; military occupations and transferable skills to civilian employment; and the legal aspects in processing claims by veterans.

Skill in interviewing and counseling, in identifying workable solutions, in veterans program monitoring, in report writing, in case management, in developing training programs, and in the use of a computer and applicable software.

Ability to analyze and solve problems; to interpret laws, regulations, and policies pertaining to benefits and rights of veterans; to research, gather, and document information; to communicate effectively; and to supervise the work of others.