COUNTY OF SOLANO

VETERANS BENEFITS COUNSELOR

DEFINITION

Assists veterans and their dependents in understanding and obtaining benefits provided by Federal and State laws and regulations; interprets Federal and State laws for recipients; interviews, counsels, and prepares all documents to files claims for veterans benefits and entitlements for veterans, dependents and beneficiaries of veterans.

CLASS CHARACTERISTICS

This class is responsible for the interpretation and implementation of veterans benefits programs. Incumbent will work with individuals who are potentially qualified or viably qualified to receive benefits, and assist them in obtaining assistance according to Federal and State laws. May be assigned to work in a satellite operation or to provide off site services.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Veteran's Service Office.

May provide technical guidance to lower level staff.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Interview veterans and/or their dependents or beneficiaries to gather information needed to determine eligibility for a variety of benefits and services.

Answers general inquiries made by callers over the phone and in person; provides information regarding claims procedures, eligibility criteria and related information; deals with clients of various socio-economic levels and temperaments; makes referrals to other agencies; conducts routine briefing sessions as needed.

Communicates with representatives of other agencies to determine status or explain circumstances of claims submitted; clarifies regulations; prepares and coordinates client referrals.

Files appeals regarding denied claims; researches and evaluates applicability of regulation and documents supporting claims; may represent clients before hearing boards.

Prepares and maintains work records; reviews and stays abreast of legislation and regulations; completes claims forms for a variety of benefits and programs; prepares transmittal letters; orders documents needed to support claims; establishes and conducts follow-up on case files.

Keeps abreast of changes in job-related laws and regulations; attends training programs, workshops and seminars as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Office operations and record maintenance procedures.

Federal, state and civil laws and regulations regarding typical benefits afforded veterans and their dependents.

Eligibility requirements and criteria.

Interviewing techniques.

Medical terminology.

Techniques for dealing wit hostile, confused or recalcitrant clients.

Benefits and services generally available within the area to veterans and their dependents.

Methods for dealing with the disabled, distraught and senile.

Agencies offering support and social services to the economically disadvantaged or disabled.

Skills to:

Utilize basic office equipment.

Drive a motor vehicle.

Ability to:

Interview others to gather information to complete claim forms; review medical records for service related disabilities.

Deal effectively with people of various socio-economic levels, mental and physical capacities and temperaments.

Communicate effectively with veterans and their bereaved.

Complete and process claim forms.

Compose and prepare routine correspondence.

Understand and apply complex government regulations related to veteran's affairs.

Learn local and regional providers of social and other specialized services.

Interpret information/regulations and apply such to specific cases.

Demonstrate tact, diplomacy, patience and compassions.

Experience and Education/Training

Experience:

Some experience in the area of veterans' benefits counseling, which included completing and processing forms or applications.

SPECIAL REQUIREMENTS

Possession of or ability to obtain a valid Class C driver's license.

Accreditation with the Department of Veterans Affairs through the California Department of Veterans Affairs.

SUPPLEMENTAL INFORMATION

Independent travel throughout the County will be required.

Bilingual skills may be required.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are performed in an office environment with no risk of exposure to adverse environmental conditions.

Director of Human Resources

Established Date:
Revised Date: June, 2002
Revised Date: May 23, 2003
BOS Date: June 30, 2003

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