

COUNTY OF SOLANO

VETERANS' BENEFITS COUNSELOR (SENIOR)

DEFINITION

Under general direction, assists veterans and their dependents in understanding and obtaining benefits provided by federal and state laws and regulations; leads the work of others engaged in and serves as technical expert in benefits, counseling and advocacy services.

CLASS CHARACTERISTICS

This is the full working level describing the provision of veterans' benefits counseling and advocacy. Incumbents work without direct supervision and may be assigned to work in a satellite operation or to provide off-site (e.g., in-home) services. Incumbents are designated to lead the work of other technical/clerical employees, serve as technical expert in benefits and counseling/advocacy, as well as to provide temporary relief for and otherwise assist the Director of Veterans' Services.

EXAMPLES OF DUTIES

Depending on assignment, duties may include but are not limited to the following:

1. Interviews veterans and/or their dependents to solicit information needed to determine eligibility for a variety of benefits and services; discusses sensitive matters (e.g., marital or medical history) with veterans and their dependents.
2. Answers general inquiries made by callers over the phone and in person; provides information regarding claims procedures, eligibility criteria; deals with clients of various socio-economic levels and temperaments; makes referrals to other agencies; conducts routine briefing sessions and/or makes informational presentations as needed.
3. Communicates with representatives of other agencies to determine status or explain circumstances of claims submitted; clarify regulations; communicates and makes client referrals.
4. Files appeals to denied claims; researches and evaluates applicability of regulation and documents supporting claims; may represent clients before hearing boards.
5. Prepares and maintains work records; maintains currency with legislation and regulations; leads the work of others and provides temporary relief to the Department Head; may be assigned routine administrative duties.

EXAMPLES OF DUTIES (Continued)

6. Completes claim forms for a variety of benefits and programs; prepares transmittal letters; orders documents (e.g. marriage licenses, medical records, school transcripts) needed to support claims; establishes and follows up on case files; may be assigned routine administrative duties.

QUALIFICATION GUIDELINES

EDUCATION AND/OR EXPERIENCE

Considerable veterans' benefits counseling experience which included completing and processing claim forms supplemented by any combination of education, training and experience which demonstrates possession of and competency in requisite knowledge and abilities.

KNOWLEDGE/ABILITIES

Considerable knowledge of office operations and record maintenance procedures; federal and state regulations regarding typical benefits afforded veterans and their dependents and eligibility criteria for such; interviewing techniques; effective techniques for dealing with hostile, confused or recalcitrant clients; benefits and services generally available within the area to veterans and their dependents; techniques of dealing with the disabled, distraught and senile; agencies offering social and other support services to the economically disadvantaged or disabled; office management and supervisory practices and techniques.

Ability to interview others to solicit information to complete claim forms; deal effectively with people of various socio-economic levels, mental and physical capacities and temperaments; communicate effectively with veterans and the bereaved; complete and process claim forms; compose and prepare routine correspondence; understand and apply complex governmental regulations related to veterans affairs; make routine arithmetical calculations; research regulations; prepare routine correspondence and reports; learn local and regional providers of social and other specialized services; project consequences of decisions; initiate action necessary to process claims; conduct brief routine sessions on services provided; interpret information/regulations and apply such to specific cases; demonstrate tact, diplomacy, patience and compassion; establish and maintain cooperative ' working relationships; recognize and respect the scope of authority; lead the work of others engaged in technical and clerical work.

SPECIAL REQUIREMENTS

Possession of or ability to obtain a valid- Class III California driver's license may be required.

SUPPLEMENTAL INFORMATION

Independent travel throughout the County will be required.

Bilingual skills may be required.