

## COUNTY OF SOLANO

### DIRECTOR OF VETERANS' SERVICES

#### DEFINITION

Under administrative direction, plans, organizes and directs departmental operations targeted to meet benefit counseling and claims processing assistance needs of and other services for County veterans and their dependents; serves as a member of the County's management team.

#### CLASS CHARACTERISTICS

This is a single position class which describes the Department Head position for the Veterans' Services Office. The class is characterized by the combination of management duties including the responsibility for a small staff coupled with the performance of direct service delivery tasks. The incumbent serves as the County's Veterans' Services Officer.

#### EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

1. Plans, organizes and directs the operations of the Veterans' Services Office; prepares and submits budget requests; monitors departmental expenditures; develops operational procedures; supervises a small technical staff.
2. Maintains liaison with representatives of the Veterans' Administration, the California Department of Veterans' Affairs, veterans' organizations, military installations in the area and interested community groups; facilitates coordination of inter agency activities; makes presentations to community groups upon request.
3. Prepares or directs the preparation of information regarding departmental operations and services; ensures the dissemination of information concerning veterans' affairs published by other agencies and organizations.
4. Counsels veterans and their dependents on available benefits; prepares and processes claims and appeals; may represent clients before appeal boards; maintains currency on laws, regulations and issues related to the work of the department.
5. Coordinates interdepartmental activities; ensures proper maintenance and security of departmental facilities and inventory; serves as a member of County management committees as assigned; may be assigned additional administrative and/or managerial duties.

QUALIFICATION GUIDELINES

EDUCATION AND/OR EXPERIENCE

Considerable public contact experience and some experience involving the provision of veterans' services which demonstrates possession of and competency in requisite knowledge and abilities.

KNOWLEDGE/ABILITIES

Thorough knowledge of regulations pertaining to veterans rights, services and benefits; the organization and programs of the Veterans' Administration and California Department of Veterans' Affairs, recognized veteran organizations and Public Social Service agencies; contemporary veterans' affairs and issues.

Considerable knowledge of management, budgeting and personnel practices; supervisory practices of public speaking techniques; interviewing and counseling techniques and practices; public information practices.

Working knowledge of program auditing and reporting practices.

Ability to plan, organize and direct veterans' services operations; read, apply and interpret governmental regulations; apply effective interviews, counseling and public information/speaking techniques; supervise others engaged in the provision of benefit counseling services to veterans and their dependents; formulate policy; project future and identify current needs of client population; develop and attain program objectives; persuade others; communicate with people of diverse, socio-economic levels and temperaments; calm the distressed and comfort the bereaved; make in-home, in-hospital visits; prepare and present oral and written reports; prepare an annual budget; monitor expenditures; develop and maintain cooperative working relationships.

SPECIAL REQUIREMENTS

In accordance with Section 970 of the California Military and Veterans Code, the incumbent of this position must be a veteran.

SUPPLEMENTAL INFORMATION

Independent travel will be required.