

JONES COUNTY JOB DESCRIPTION

Position:	Veterans Affairs County Veterans Service Officer/Administrator or Director	Supervises:	None
Department:	Veterans Affairs	Reports to:	Veteran Commission

Approved

Date:

POSITION SUMMARY

Under general administrative direction of the Jones County Commission of Veterans Affairs, oversees and administers office operations including implementation of the County Ordinance of the Jones County Veterans Affairs. Directs and coordinates Veteran assistance programs throughout Jones County in accordance with Chapter 35B of the Code of Iowa. Assist Veterans and/or their eligible dependents in securing local, state, and federal benefits resulting from eligible service in the United States Armed Forces. Provides outreach services to Veterans and serves as a Veteran advocate in the community and serves as a liaison to The Federal Dept. of Veterans Affairs and Federal Service Organizations.

ESSENTIAL JOB DUTIES

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Full time position at 35 hours per week, Monday - Friday.
- Manage the office and budget for the department.
- Attend and participate in meetings and trainings relative to Veterans Benefits.
- Upon request report to the County Board of Supervisors and/or as needed.
- Assists Veterans and/or their dependents with applications for federal benefits (compensation, pension, health care, Iowa Veterans Homes applications, emergency rent and/or utility assistance, and burial assistance) which include explaining procedures, researching and obtaining proper documentation, filling out extensive forms, and conducts follow-up as needed.
- Interviews Veterans and/or their dependents to determine eligibility for Veteran County assistance and/or makes referrals to other appropriate agencies. Authorizes exceptions to Veteran Affairs Ordinance per Commission
- Interacts and serves as a liaison to various Veteran organizations, hospitals, residential care facilities, Assisted Living facilities, nursing homes, and governmental agencies to identify Veterans' needs, research needed, and documentation to complete paperwork to obtain services.
- Keeps abreast of law changes and federal regulations relating to Veterans Affairs and interprets rules and regulations to identify proper procedures.
- Records grave registration data. Mails proper copy to Iowa Department of Veterans Affairs on a regular basis.
- Maintains communication with the Commission regarding Veteran activities on the local, state, and federal level.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

The individual must possess the following knowledge, skills, and abilities or be able to explain and demonstrate the individual can safely perform the essential functions of the job, with or without, reasonable accommodation, using some other combination of skills and abilities.

- Possess excellent oral and written communication skills.
- Ability to establish and maintain courteous and effective working relationships with county officials, other agencies, and the general public.

- Basic philosophy and principles of Veteran benefits and related legislation; Federal, State and County statutes pertaining to Veteran benefits
- Be aware of various resources available in the local community, state, and federally to assist Veteran.
- Use techniques of interviewing, including accurately collecting, evaluating, verifying and recording information.
- Knowledge of the English language to include grammar, spelling, sentence structure, vocabulary and proofreading skills.
- Ability to maintain composure while working under pressure and adapt quickly to change, and to plan, organize, and prioritize tasks with numerous interruptions.
- Ability to proficiently utilize basic computer skills to perform word processing, electronic spreadsheet, benefits software or database tasks.
- Ability to work independently, as well as collaboratively.
- Willing to work some evenings.
- Ability to maintain confidentiality and HIPPA regulations.
- Prepare and plan for annual JCVA Open House event with Commissioners.

ENTRY REQUIREMENTS & QUALIFICATIONS

- **Education/Work Experience:** Completion of high school or equivalent degree. Equivalent of 2 years office experience in related field. For the Director position, must be a Veteran per Chapter 35B.6 of the Code of Iowa

REQUIRED LICENSES, REGISTRATIONS, AND CERTIFICATIONS

- Must possess a valid driver's license and proof of auto insurance.
- Attain national accreditation (NACVSO) and continuing education certification as required by the Code of Iowa 35B.6 within one (1) year of employment.
- Maintain annual Iowa Department of Veterans Affairs (IDVA) training (16 CEUs) to receive NACVSO accredited representation.
 - Must also be willing to continue with any other form of accreditation or certification provided by the Department of Veterans Affairs or other Service Organization that may be offered in order to provide the most knowledge for Jones County's Veterans.
- TRIP training - Training, Responsibility, Involvement and Preparation of Claims Program (TRIP) VA Affiliate training (through VA Regional Office) and TMS training and obtain VA PIV card; to be completed within one year of hire and maintained while employed with Jones County. [In depth background check and fingerprinting required]

WORK ENVIRONMENT

- Employee performs work in the office, including visits to nursing homes, Veterans residence as well as work in an indoor office setting. Occasional exposure to varied weather conditions. Physical/Environmental Conditions: Stand, sit, squat, kneel, bend, twist, and reach as needed.
- Odor from body or alcohol may be present while interviewing Veterans. The office door is to remain closed when meeting with clients to protect privacy, therefore, must feel comfortable enough with clients to follow these guidelines.
- There are times when clients can be irrational. The position requires the ability to evaluate situations and be able to control or minimize possible confrontations. The clients may suffer from mental or physical conditions due to service time.
- Provides outreach and attends numerous meetings and training which exposes the Administrator to weather conditions and driving hazards. There's also potential risk when visiting Veterans in their homes by their living conditions or mental state.

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1. **Marginal functions of positions that are incidental to the performance of fundamental job duties have been excluded from our job descriptions.**
 2. **All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.**

- 3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by their supervisor.**
- 4. The County reserves the right to change or reassign job duties, or combine positions at any time.**