

**WALLA WALLA COUNTY
POSITION DESCRIPTION FORM**

JOB TITLE: Veteran's Services Officer

DEPARTMENT: Community Health

REPORTS TO: Program Coordinator, Homeless and Housing System Engagement

PAY GRADE: 3, Part-time (20 hours/week)

JOB SUMMARY: This position is responsible for screening and verifying eligibility of veterans or beneficiaries for financial assistance under the provisions of RCW 73.08.010, including conducting independent interviews of indigent veterans and supervising the completion of applications in order to provide emergency assistance to qualified veterans who reside in Walla Walla County; and providing information, referral services and assistance to veterans and their family members in processing claims applications for the various veterans' benefits to which they may be entitled to and ensure all efforts have been made to support such claims.

SUPERVISORY RESPONSIBILITIES: N/A

ESSENTIAL FUNCTIONS:

- Schedule interviews with veterans, dependents, widows, widowers and/or orphans to determine eligibility for assistance under the provisions of RCW 73.08.010.
- Verify identification of applicants and determine that requirements of discharge, residency in the County and indigence are met according to Veterans' Relief Program Guidelines.
- Perform motivational interviews with veterans and their families to obtain accurate and complete information.
- Assist with filing VA compensation and pension disability benefits, survivor's benefits, education benefits, vocational rehabilitation benefits, VA health care enrollments and other programs and services intended to serve veterans and their families.
- Maintain current resource materials for veterans' benefits information and claims development.
- Screen and refer veterans to community service organizations; develop and maintain effective work relationships and network with other veteran's service organizations that may provide other needs for veterans and their families; maintain solid and professional lines of communication with other resources and referral agencies.
- Monitor level of spending for direct services within monthly budgeted amount; maintain and submit full set of service data and number of hours spent to County monthly.
- Prepare and present monthly report of service data and spending to County Veterans' Relief Advisory at regularly scheduled board meetings and conduct periodic informal evaluation of operational procedures and program effectiveness in order to make recommendations to the Board.
- Prepare accounts payable with all supporting documentation in accordance with County and State requirements.

EXAMPLE OF DUTIES:

- Perform routine office tasks such as processing various forms, applications and review for their accuracy and completeness; develop and maintain proper documentation of client records and periodic reports in accordance with Walla Walla County policies.

- Attend training and conferences to update knowledge of applicable laws, regulations, agencies, and benefits pertaining to Federal, State and County veterans' assistance programs.
- Schedule events in coordination with community service organizations to promote and support veterans' services.
- Organize annual Veterans Stand Down in coordination with other veteran's service organizations and partner agencies.
- Deliver services in a culturally appropriate manner with special sensitivity to military and veteran culture with a commitment to equal access, diversity, inclusion, and equity in the community.

EQUIPMENT TO BE USED: Operate a variety of office machines and equipment including computers (PC), scanner, printers, fax, folder, copier, and digital camera. Use computer software including Microsoft Office Suite.

WORKING ENVIRONMENT/ PHYSICAL ABILITIES: Work is performed in an office setting. Must be able to lift up to twenty (20) pounds and sit for extended periods of time. Physical abilities required for this position are ones typically related to office operations; manual dexterity and visual acuity to operate personal computers and other office equipment; accessing file cabinets; and sufficient hearing and speech ability to communicate verbally.

KNOWLEDGE AND ABILITIES:

- Knowledge of organization and administrative procedures; office management principles, methods and practices and basic bookkeeping.
- Knowledge and ability in English including spelling, grammar, and punctuation.
- Knowledge and ability in operating office equipment including computers and software.
- Ability to maintain confidential information.
- Knowledge of modern business methods, equipment, and proper construction of correspondence.
- Ability to interpret, explain and apply departmental and program policies, laws, and rules as needed.
- Ability to work independently with minimal supervision.
- Ability to compile and maintain records and prepare reports.
- Ability to communicate clearly orally and in writing.
- Ability to understand and carry out directions.
- Ability to work effectively with public, staff, and other professionals.

EDUCATION AND EXPERIENCE: Associates degree (AA) or equivalent from an accredited college or university with major coursework in business administration, public administration, social services or closely related field and one year experience providing benefits information, claims or employment assistance to veterans and their family members. Additional qualifying experience may be substituted, year for year for education. Accredited veteran services organization representative preferred.

LICENSES AND OTHER REQUIREMENTS: Valid driver's license. Must successfully pass a background check and a driving record check. Must become an Accredited Representative by our local Department of Veterans Affairs office within 18 months of hire.

**THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR
EMPLOYMENT**