

**Tuscola County Health Department**  
**Veteran Service Officer**  
**Classification Number:12**

**Reports To: Veteran's Affairs Director**

**OSHA Category: B**

**Purpose of Classification**

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Under supervision of the Veteran's Affairs Director, provides support and counseling to the Veterans of Tuscola County.

**Essential Duties**

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

**1. Administration:**

- Interviews, counsels and assists in obtaining Federal, State and local benefits for veterans, dependents, widows and orphans of war or peacetime veterans. Provide information on the phone as well as in person.
- Maintains working knowledge of 38 Code of Federal Regulations and the application and interpretation thereof. Monitors changes to ensure the accurate delivery of benefits and services.
- Maintains working knowledge of any other Federal or State laws, statutes, roles and regulations as they pertain to veteran's benefits and the application and interpretation thereof. Monitors changes to ensure accurate delivery of benefits and services.
- Assists with various Veteran related programs throughout the County.
- Researches and investigates prior claim decisions made by the agency of primary responsibility and reviews the findings and decisions for possible appeal.
- Educates veterans in the County on Federal State and local benefits, programs and services.
- May be called upon to address Veteran's advocate groups and the media concerning current rules, regulations, changes and trends in the Veterans' benefits domain.
- Assists in rescheduling appointments to accommodate DAV transport schedule and maintaining VA Medical appointment (drivers) calendar.
- Assists in gaining admission of eligible veterans to veteran's hospitals, including the process of commitment of veterans who are mentally ill.
- Assists clients in the application process of the Veterans Assistance Program. Documenting all required information in the appropriate places, and ensuring accuracy and factual information.
- Assists with the administration of the County Burial Allowance and Marker Placement benefits. Assists clients in the application process. Prepare documentation for the Veterans' Committee.
- Assists Veterans and dependents in obtaining educational benefits to which they may be entitled.
- Assists with the quarterly newsletter for distribution to County Veterans and/or their dependents.
- Maintains and fosters relationships within the VA Regional Office, VA Medical Center system, other Michigan County Veterans' departments, other Veterans' Service Organizations, local funeral homes, local hospital billing departments, various other human service organizations and medical professionals.

- Attends various meetings as required, including the Tuscola County Veterans' Committee, Quarterly VA Stockholder meeting, and any other meetings as necessary.
- Assists clients in obtaining military records and medals.
- Ensures the HIPAA/Privacy Act laws are adhered to with regards to client files, and Veterans' information.
- Participates in continuing education.
- Attends required training to achieve and maintain Accredited Service Officer status.
- Consults with other professionals to develop and advocate programs, services and legislation for the benefit of Veterans' and their families.
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- Prepares/generates letters, reports, memoranda, and other correspondence; proofs materials for accuracy.
- Complies, maintains, and files client records; maintains files and filing systems.
- Helps Veterans' or dependents with their request for emergency financial assistance.
- Maintains the office supplies as needed, submitting requests to maintain proper inventory for daily operations.
- Performs Emergency Response roles as required.
- Participates in any Quality Improvement processes as required.
- Performs other related essential duties as required.

### **Education and Experience**

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- Military experience or veteran status preferred.
- High school diploma or equivalent and one year or more relevant work experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities.
- Above-average layman's knowledge of the human anatomy and disease, in order to properly handle disability claims.
- Knowledge of where and how to obtain certain public documents in this and other states.

### **Special Requirements**

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- A valid Michigan driver's license to operate a county vehicle is required.

### **Knowledge, Skills, Abilities**

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- Ability to operate a variety of office equipment necessary to perform the job.
- Ability to prepare reports, business documents, client files/charts, purchase orders, memos, correspondence, and other job-related documents using prescribed format and conforming to rules of punctuation, grammar and diction.
- Ability to accurately record and deliver information, meet deadlines, and maintain strict confidentiality.
- Ability to interpret and apply the various laws, regulations, and directives relating to Veterans' benefits, and to explain in simple terms to others.
- Ability to deal sympathetically and patiently, but positively and objectively, with veterans and their dependents.

### **Interpersonal Communication**

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- Ability to comprehend and correctly use a variety of informational documents, reports, and records.
- Ability to comprehend a variety of reference books and manuals including dictionaries, equipment handbooks.
- Ability to use independent judgment, common sense, and principles of rational in the performance of tasks.

- Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities within and between offices/departments.
- Ability to maintain personal composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients, customers, coworkers, supervisors, and the general public.
- Ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards, as well as the ability to follow specific instructions and respond to simple requests.
- Ability to communicate effectively with supervisors, coworkers, clients, physicians, health professionals, vendors, and the general public verbally and in writing.

## **Physical Requirements**

FUNCTION	Never	<25%	25% - 49%	50% - 74%	>74%
Sitting				X	
Standing, Walking			X		
Fine manipulation (fingering, keyboard)					X
Gross manipulation (grip/grasp/handle)			X		
Adverse movements such as overhead, bending, reaching			X		
Sedentary (exert up to 10 lbs. of force)					X
Light (exert up to 20 lbs. of force)			X		
Lifting, carrying or pushing of objects up to 25 lbs.			X		
Lifting, carrying or pushing of objects up to 50 lbs.		X			
Lifting, carrying or pushing of objects over 50 lbs.		X			
Hearing/Speech					X
Close Vision					X
Distance Vision			X		

***Tuscola County Health Department is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.***

***I \_\_\_\_\_, have received and reviewed a copy of the Veteran Affairs Director Job Description.***

***Signature***

***Date***

