Position Purpose:
As Veterans Services Officer, provides district-wide services to all of the six island communities within the County of Dukes County. Provides assistance to Veterans and their dependents with support services as stated in Chapter 114 Medical Benefits and Chapter 115 Ordinary Benefits under MA General Laws. Interprets, explains and explores the policies, programs, benefits and services for veterans, and assists with obtaining any resources or revenues available to them. Performs all similar or related duties.

Essential Functions:
(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Meets with veterans, spouses, and their dependents to determine eligibility for financial, medical, and/or administrative assistance; processes eligibility documents in accordance with Federal and State agency guidelines for the disbursement of monetary and medical benefits.
- Ensure the coverage of Veterans Services office business hours and answer questions from, veterans and/ or their families, related agencies, vendors, residents, visitors and other interested individuals regarding Veterans issues and services as required.
- Interpret, explain and explore the policies, programs, benefits and services for veterans and assist with obtaining any resource or revenue available to them.
- Review military discharge papers, Veterans Administration records and other related records for those who are applying for assistance to determine eligibility.
- File claims, provide assistance, (financial, medical, disability, educational, employment opportunities, cards and care packages etc.) and follow-up on all issues pertaining to the Veterans and the services they are seeking.
- Furnish information, advice, and assistance to veterans as may be necessary for them to procure the benefits to which they are or may be entitled relative to employment, vocational or other educational opportunities, hospitalization, medical care and pensions.
- Monitors client needs as well as their obligations on an on-going basis. As Veterans Burial Agent provides Military Honors for all veterans funeral; is responsible for providing burial services for veterans and their dependent children who are without sufficient funds; oversees veterans grave registration process.
- Inquiries to alternative resources for the client, including but not limited to Department of Employment, Social Security Administration, Veterans Administration and the Massachusetts Department of Veterans Services.
- As required visit veterans homes to obtain needed information. Contacts banks, hospitals, employers and other sources to verify needed information provided by the applicant as proof of eligibility and need.
- Prepares required reports on disbursement of funds to obtain reimbursements for Towns from the State.
- Prepares and administers the annual department operating budget.
Organizes and coordinates memorial activities of veterans including Memorial Day, Veterans Day and all veterans’ related ceremonies.

Cooperate, when necessary, with funeral directors, police, courts, clergy, physicians, hospitals.

Works with veterans in the community to find housing, food, transportation, and other necessary needs; serves as the Select boards’ liaison to related organizations and governmental institutions.

Serves as the liaison between the VA Hyannis Clinic and M.V. veterans.

Sees that all veterans’ graves are decorated for Memorial Day as per MGL Chapter 115.

Must attend mandated training by Department of Veterans Services in October of each year.

Verifies aid and assistance to Veterans’ payroll. Ensures that payroll checks are distributed in a timely fashion.

Identify at-risk individuals/families and provide assessment, resource linkage, referrals, and case management.

Advocate on behalf of veterans and their families (disability or educational benefits, scholarships, training).

Maintain liaison with, accept referrals from other agencies: State Office of Veterans Services, Veterans Outreach programs, Veterans Administration, National/State veterans cemeteries, Dept. of Social Services, Mental Health, Rehabilitation, Public Assistance.

Attend training workshops, conferences, veterans organizations seminars to ensure current knowledge of programs/benefits/laws.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:
High School Diploma. Bachelor’s Degree in Social Services or Business Administration preferred. Must be a veteran of the Armed Forces of the USA, and conform to the requirements of MGL Ch-115 and CFR38 Code of Federal Regulations. Three to five (3-5) years of experience working with veterans in an advisory capacity or related education, training and experience that enables performance of all aspects of the position.

Special Requirements:
A valid Massachusetts driver’s license.
Certificate of Training from the Mass. Department of Veterans Services within the first year of employment.
Honorable Discharge and DD214 must be provided.

Knowledge: Thorough knowledge of state and federal laws pertaining to veterans and their dependents. Working knowledge of the methods and principals of veterans benefits assistance, case work, administration, and available resources.

Ability: Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times. Able to communicate effectively and efficiently verbally and in writing at all times. Ability to work effectively under time constraints to meet deadlines. Ability to establish
and maintain effective working relationships with veterans, officials and the general public. Ability to treat individuals with dignity, fairness, sensitivity, and compassion.

**Skill:** Microsoft Office, bookkeeping and record keeping skills. Excellent customer service skills.

**Physical Requirements:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee is frequently required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in physically picking up files, papers and other common office objects. Employee must occasionally lift and/or move objects weighing up to 10 pounds such as a briefcase, books, supplies, etc. Employee must possess the ability to operate a keyboard at a moderate speed. Vision and hearing at or correctable to normal ranges. Ability to operate motor vehicle to transact business throughout the six communities on the island.

**Supervision:**
Supervision Scope: Performs various duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, and to analyze the facts or circumstances surrounding issues not clearly defined by established procedures.

Supervision Received: Works under the administrative direction of the County Manager, generally sets own daily work plan; refers questions or issues to supervisor as necessary.

Supervision Given: None.

**Work Environment:**
- Administrative work is performed in an office setting; outside work is conducted to meet with clients and social/governmental agencies.
- Regularly operates a computer, telephones, copier, facsimile machine, and other standard office machines. Regularly utilizes a motor vehicle.
- Interacts frequently with veterans, the general public, other municipal departments, as well as local, state and federal agencies and organizations involved with veterans. Contacts are made in person, via telephone, and in writing, requiring patience, tact, and discretion. Contacts also require a moderate level of persuasiveness and resourcefulness to influence the behavior of others.
- Has access to district-wide related confidential and/or sensitive information about veterans including financial and medical records, the disclosure of which would cause a significant breach of trust and seriously damage the reputation of the County.
- Errors in judgment could result in financial hardship, confusion, legal repercussions, and reduced standards of service to the veterans who use the services of the department.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer