

# COUNTY VETERANS SERVICE OFFICER FIRST STEP

## **MANDATORY QUALIFICATIONS**

To be appointed as an officer a person must:

- (A) served on active duty in a branch of the armed forces of the United States; served for at least 4 months or have a service-connected disability and be honorably discharged; *or*
  - (B) a widowed Gold Star Mother or unremarried widow of a serviceman or veteran whose death resulted from service; *or*
  - (B) the spouse of a disabled veteran who has a total disability rating based either on having a service-connected disability with a disability rating of 100 percent or on individual unemployability; *or*
  - (C) the spouse of a retired veteran who served a minimum of 20 years on active duty
- (1) be qualified by education and training for the duties of the office;
  - (2) be experienced in the law, regulations, and rulings of the United States Department of Veterans Affairs controlling cases that come before the commission;
  - (3) Resident of the State of Texas
  - (4) Possession of a State of Texas valid driver's license and/or ability to obtain one within 90 days

## **DESIREABLE QUALIFICATIONS**

Bachelor's degree (B.A.)

One to two years related experience and/or training or equivalent combination of education experience

Knowledge of etiology and relationship of medical conditions, medical terminology, human anatomy, and physiology

Ability to type 30+ words a minute

## **CERTIFICATES AND LICENSES**

Must complete course work and achieve certification as required by the Texas Veterans Commission

Must seek to obtain accreditation by the Texas Veterans Commission and other service organizations for which eligibility can be established

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Complete applications for benefits through the VA.
2. Research medical conditions and obtain necessary medical records and statements from physicians to support the claim(s).
3. Obtain necessary information and documentation to assist the claims process.
4. Contact and assist survivors of a deceased veteran in obtaining death benefits.
5. Ensure that all timelines are met to ensure no benefits are lost.
6. Enter all claims information in computer.
7. Assist veterans/dependents in appealing denied claims at all rating levels.
8. Complete applications for enrollment in VA healthcare.
9. Assist veteran in scheduling necessary appointments.

10. Assist veteran's dependents in medical and educational benefits.
11. Assist military retirees and their dependents or survivors in obtaining their benefits from the Department of Defense (DOD).
12. Assist veteran in applying for a correction of military records or an upgrade of character of separation.
13. Keep current on legislative and legal actions of federal and state veterans' benefits.
14. Attend and speak at information meetings for veterans and their families.
15. Speak to other community organizations at their request.
16. Maintains confidential records in accordance with all the requirements of the data privacy laws and HIPAA.
17. Performs other duties as requested.
18. Be willing to travel a minimum of twice a year.

## **RELATIONSHIPS**

1. This position must maintain a proper working relationship with:
  2. Clients, many who have complex physical and mental health issues
  3. Employees of the Department of Veterans Affairs and other federal and state agencies
  4. Other County Veterans Service Officers and their staff
  5. Other agencies and departments to include other judges, lawyers, doctors/nurses, hospitals, nursing homes, human services department, referral agencies, Funeral Homes, medical and legal professionals, and the general public

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- a) To define problems, collect data, establish facts, and draw valid conclusions
- b) Understand, interpret, and apply federal laws and regulations
- c) Understand and interpret medical records and statements
- d) Prepare written statements on behalf of claimants
- e) Express information in clear oral or written manner
- f) Counsel and advise distraught claimants, some whom are mentally ill and/or chemically dependent
- g) Possess the organizational skills to handle multiple complex claims simultaneously
- h) To respond to common inquiries or complaints veterans and their dependents
- i) Get along in a professional manner with clients, co-workers, and other personnel
- j) Use computer for word processing, office specific database programs and other essential office equipment
- k) Lift and carry up to ten pounds regularly, up to fifty pounds intermittently

## **PROBLEM SOLVING**

An employee in this position:

- Is responsible for determining the best course of action for each veteran or dependent
- Is required to use individual judgment and strategy as necessary
- Must be able to inquire into, troubleshoot, and expedite claims when necessary
- Must be able to problem solve complex cases arbitrarily utilizing comprehensive knowledge of all pertinent rules, regulations, and statutes
- Must review each action or decision thoroughly to ensure that it was done correctly