

VETERANS' SERVICES OFFICER

FUNCTION OF THE JOB

Under direction to be responsible for the operation and administration of the Division of Veterans' Services in the Department of Health and Human Services which provides services to veterans and their families; to serve as Veteran Service Officer as defined by Wisconsin Statute 45.80; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Administers and directs the services provided to Waukesha County veterans and their families.
2. Prepares and administers the annual division operating budget and strategic plan including priorities and objectives for programs and services, and is responsible for division business continuity planning.
3. Selects, supervises, assigns, evaluates, and handles personnel issues of division staff.
4. Develops and prepares annual, historical, and functional reports to ensure division compliance with all federal, state, and county guidelines.
5. Develops and utilizes measurable program outcomes.
6. Represents the division before the County Executive and various boards and committees and presents recommendations and information related to the activities of the division.
7. Counsels, advises, and assists veterans, their dependents, and survivors on various federal and state entitlements, acts as an advocate for them, and refers them to other county and community agencies when necessary to secure all due entitlements.
8. Researches and analyzes Title 38 of the U.S. Code, Chapter 45 of the State Statutes, and other federal and state laws and regulations to direct the adjudication of claims and the appeals process of denied benefits.
9. Directs the development of appeals of denials on behalf of veterans and their families presented before the Board of Veterans' Appeals and/or the Court of Veterans appeals.
10. Establishes and maintains an ongoing working relationship with the U.S. Department of Veterans' Affairs, State Department of Veterans' Affairs, Wisconsin Congressional delegation, state legislators, and County Board members to ensure a strong advocacy position on behalf of veterans and their dependents, and establishes and maintains effective public and working relations with the public, staff, and other County departments and agencies.
11. Oversees the maintenance of records regarding all Waukesha County veterans' burials.
12. Promotes public awareness of veterans' entitlements and experiences by addressing veterans' and community groups, adult living centers, schools, and other government agencies on an ongoing basis.
13. Utilizes social media, the internet, and news releases to provide information and promote earned benefits to veterans' and their dependents.
14. Provides direction with necessary investigations to determine entitlement of claimants under the provisions of Wisconsin Statute 45.81 and 45.84 – 45.86 inclusive.
15. Serves in designated leadership role in emergency planning, training, and activation.
16. Serves as the executive secretary of the County Veterans Service Commission.
17. Performs other duties as required.

QUALIFICATIONS

Essentials Knowledge and Abilities

1. Thorough knowledge of the federal and state statutes, regulations, administrative rulings, and

- policies affecting veteran's benefits.
2. Thorough knowledge of Wisconsin Statutes Chapter 45 and of Title 38 of the U.S. Code.
 3. Comprehensive knowledge of administrative, managerial, and supervisory principles and practices covering budgeting, planning, program evaluation, and employee supervision.
 4. Comprehensive knowledge of the services provided by other agencies for veterans and their dependents.
 5. Considerable knowledge of interviewing and counseling skills and techniques.
 6. Considerable knowledge of emergency government and incident command structures and protocols, including first responder roles and responsibilities.
 7. Working Knowledge of computerized department program software, internet access, and database, spreadsheet and word processing programs including Veterans Affairs and Wisconsin Department Veterans Affairs Systems.
 8. Ability to coordinate, direct, supervise, and evaluate the activities of a division staff.
 9. Ability to effectively present recommendations to various boards, committees, and community organizations.
 10. Ability to prepare and present detailed and complex written and oral reports.
 11. Ability to establish and maintain an ongoing working relationship with the U.S. Department of Veterans' Affairs, State Department of Veterans' Affairs, Wisconsin Congressional delegation, state legislators, and County Board members to ensure a strong advocacy position on behalf of veterans and their dependents, and establish and maintain effective public and working relations with the public, staff, and other County departments and agencies.
 12. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
 13. Ability to interpret and apply federal, state, and local laws, rules, and regulations.
 14. Ability to develop and administer division policy and procedures.
 15. Ability to communicate effectively on a variety of issues and concerns affecting veterans and their family members.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree preferably with a major in business administration or the social sciences.
2. Two (2) years of work experience providing social or financial guidance and counseling to clients, or a closely related field.
3. Obtain Veterans Affairs General Counsel Accreditation within eighteen (18) months of hire.
4. Any special requirements as set forth in the Wisconsin State Statutes.
5. Valid Driver's License.