

VETERANS' SERVICES SPECIALIST

FUNCTION OF THE JOB

Under supervision, to assist individuals applying for federal, state, and all other entitlements for veterans, their dependents, or survivors; to advise on related matters; to provide referral to services and appropriate resources; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Conducts confidential interviews with veterans, their dependents, and survivors to secure appropriate federal and state veteran entitlements and other benefits.
2. Assists with the completion of claims and applications and the submission of these forms for veteran entitlements and benefits.
3. Advises, problem solves, and counsels clients regarding the most appropriate course of action in order to resolve emergent medical and financial needs.
4. Prepares correspondence and communicates with the Federal and State Department of Veterans' Affairs to clarify and expedite processing of claims and entitlements.
5. Gathers and analyzes evidence, and researches various federal and state regulations, and prepares justification for the development or appeal of claims.
6. Maintains current list of non-profit organizations and other community resources to assist in meeting the needs of veterans that cannot be met through veteran programs and entitlements.
7. Responds to inquiries or requests related to the status of, or eligibility for veteran entitlements.
8. Acts as an advocate for veterans, their dependents, and survivors.
9. Accompanies Veterans' Services Officer on outreach events, on-site visits to the clients' homes, nursing facility, or hospital to assist those who are unable to access the office due to a disability, illness, or lack of transportation.
10. Maintains currency and proficiency in federal and state regulations affecting veteran benefits with primary emphasis on Title 38 of the U.S. Code and Chapter 45 of the Wisconsin State Statutes.
11. Participates in the collection of burial records and ensures documentation and recording in accordance with county policies and procedures.
12. Establishes and maintains effective public and working relationships with federal, state, and local agencies and the public.
13. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of the services, entitlements, and benefits available to veterans, their dependents, and survivors from federal, state, county, and private agencies.
2. Considerable knowledge of Title 38 of the U.S. Code and Chapter 45 of the Wisconsin Statutes.
3. Considerable knowledge of federal and state statutes, programs, eligibility requirements, and application procedures related to securing veteran entitlements.
4. Working knowledge of area non-veteran programs and agencies that provide useful needed services.
5. Working knowledge of computerized department program software, internet access, and database, spreadsheet, and word processing programs.
6. Working knowledge of financial investment types.
7. Ability to interview veterans, their dependents, and survivors to obtain information required to process claims and applications.
8. Ability to advise clients of various options and provide counsel regarding the most appropriate

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

- course of action.
9. Ability to advise clients on procedures required for appeals and strategize on approach for successful resolution of claims.
 10. Ability to analyze financial data, including income and assets.
 11. Ability to deal effectively with grieving and emotional clients.
 12. Ability to handle complicated assignments and work pressures simultaneously.
 13. Ability to evaluate complex scenarios and communicate direct and accurate guidance and solutions for the maximum benefit of clients.
 14. Ability to communicate effectively both verbally and in writing with federal, state, and local agencies and the public.
 15. Ability to establish and maintain effective working relationships with federal, state, and local agencies, and the public.
 16. 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.
 17. Ability to attend and conduct interviews and other meetings off site.

Training and Experience

1. High School Diploma or GED.
2. Four (4) years of work experience, two (2) years of which included duties in case coordination, office management, or administration of entitlement or benefit programs.
3. A bachelor's degree from a recognized college or university with major courses in business administration or social sciences, may be substituted for the work experience requirement.
4. Obtain applicable state and federal certifications and accreditations within twelve (12) months of hire.
5. Valid Driver's License.