

HIDALGO COUNTY VETERAN SERVICES

ASSISTANT VETERANS SERVICES OFFICER

GENERAL DESCRIPTION

Employee performs entry level counseling and claims work. Work involves counseling and assisting veterans and their dependents or beneficiaries regarding veterans' benefits and employment services. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Interviews veterans, their dependents, or survivors and provide services, counseling, and assistance in obtaining benefits, rights, and entitlements

Registers veterans, their dependents, or survivors for employment program services

Determines employer requirements, refers qualified candidates, and verifies satisfactory placement

Prepares and files claims and supporting evidence for successful adjudication

Consults with medical or legal staff in the development of pertinent evidence to support claims

Maintains client files

May prepare and submit reports

May conduct outreach activities to identify veterans, their dependents, or survivors in need of intensive services, claims assistance, and other supportive services

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in interviewing and counseling work

Graduation from an accredited four (4) year college or university with major course work in social work or a related field

Knowledge, Skills, and Abilities

Knowledge of laws, rules, and regulations applicable to the processing of veterans' claims; and of assessment techniques

Skill in interviewing and counseling

Ability to communicate effectively

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others

- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations

