

## VETERAN'S DIRECTOR

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized work of a complex and highly independent nature which involves counseling, guiding and assisting members of the Armed Forces, veterans and members of their families concerning the rights, benefits and services to which they are entitled. The work may be performed in other locations than the office of the Agency, in order to provide outreach in accordance with federal regulations and departmental policies and guidelines, and may include participation in evening meetings. Supervision is exercised over the work of employees of the Veteran's Service Agency. The work is performed under the administrative supervision of the County Executive. Does related work as required.

### TYPICAL WORK ACTIVITIES:

Manages the operational activities of the County's Veteran Service Agency;

Performs administrative duties representing the department at meetings, serving on committees, etc., in accordance with Agency guidelines;

Interviews and counsels all veterans and their dependents seeking information, advice or assistance to determine eligibility for various benefits;

Assists veterans and dependents in the processing of claims, insurance ue or held back pay and allowances and other related matters;

Assists veterans and dependents in the proper preparation of applications and forms for benefits to which they may be entitled under local, State and federal legislation;

Maintains liaison with local, state and federal agencies, veterans organizations, community groups, etc., in order to exchange information and obtain services;

Reviews and keeps abreast of legislation, regulations and rulings pertaining to veterans benefits;

Maintains records for the preparation of statistical and other reports, and prepares reports, including activity reports, as required;

Develops grant applications, establishes media contact and otherwise obtains resources for the Agency, in accordance with established guidelines and Agency policy;

Contacts the federal Veterans' Administration and other public offices to follow up on pending claims;

Establishes and maintains a file of individual case histories as to the nature of each contact and services rendered;

May prepare routine correspondence, bulletins and reports;

May accompany veterans to appeal hearings, when appropriate;

May assist veterans in proper evaluation of military knowledge, education and training in relation to civil occupations;

May advise veterans regarding local employment, training and educational opportunities.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of federal and state laws and regulations pertaining to veterans and the benefits to which they and their families are entitled;

Good knowledge of procedures for processing veteran benefit claims;

Ability to arrange for services and carry through appropriate action in a variety of veteran service related benefits;

Ability to establish and maintain effective working relationships with veterans, their dependents, civic groups and the general public;

Ability to exercise good judgement in counseling and assisting in the solution of problems related to veteran's benefits;

Ability to plan and manage the daily operations of a service agency;

Ability to communicate effectively, both orally and in writing;

Sound judgement, emotional maturity, resourcefulness, interest in veterans programs, tact and initiative;

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATION:**

As of 4/9/96, any Director of a County Veteran's Service Agency shall be a Veteran as defined in New York State statute. In Article 17, Section 350 of Executive Law, a Veteran is described as someone who served "in the active military or naval service of the United States during a war in which the United States was engaged and who has been released from such service otherwise than by dishonorable discharge, or who has been furloughed to the reserve."

SUGGESTED ADDITIONAL MINIMUM QUALIFICATIONS:\*

One year of active military duty in the armed forces of the United States with honorable discharge and six years of satisfactory experience in employment, guidance or psychological counseling, employment interviewing, personnel administration, teaching, social work, industrial relations, or as a Veterans' organization service officer.

NOTE: College education may be substituted for up to a maximum of four years of the required experience at the rate of 30 semester credit hours for one year of experience. (Trimester credit hours will be accepted and equated at the rate of three trimester credit hours equal to two semester credit hours).

\*Neither the Administrative Code nor Broome County Charter references minimum qualifications for this position.