

BLACK HAWK COUNTY – EOE/AA

Job Description **SERVICE OFFICER** Full Time 1st Shift

Position No. 80-09-221-01
Job Title: SERVICE OFFICER
Department: Veteran Affairs
Pay Level: 263/GS13 \$19.74 - \$27.51/hr (\$41,055.49 - \$57,216.89 annual salary)
FLSA Status: Non-Exempt

SUMMARY:

Under general supervision; performs extensive and complex interviewing and data gathering work involving counseling clients served by the Veterans Affairs Office. Responsible for assisting applicants in obtaining Veterans benefits and programs through the application of state and federal laws, investigative work and referrals to other community programs. Performs work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Interviews clients and gathers data to determine if any federal, state or community agency can assist the client;
 - Assists the clients in filing for primarily Federal benefits according to Code of Iowa Chapter 35B
 - Conducts house calls or nursing facility visits to applicants as necessary to obtain required information.
- Acts as an advocate for the Veteran Affairs Office by marketing available services through oral presentations to groups or individuals.
- Collaborates with social workers, long-term nursing care facility personnel and hospital personnel on referrals of residents that may be eligible for Federal benefits; sources information on veterans by contacting family members, verifying military service, and requesting medical records from medical personnel to process claims and determine eligibility.
- Maintains and updates database on current and prospective clients to ensure availability of updated information.
- Remains current on revisions to Title 38 Code of Federal Regulations and Veterans Affairs M21 manual.
- Monitors pending applications for assistance, open claims, and payment of benefits to veterans.
- Refers to laws, regulations, rights, court decisions and administrative codes to ensure adequate knowledge of benefits, and clarifies information for veterans.
- Assists veterans to understand a denied benefit, submit a request for appeal, and waive or reduce debt owed to the Federal VA or US Treasury.
- Maintains records and files with pertinent information regarding various agencies offering assistance to veterans.
- Makes recommendations regarding amendments to policies effecting clients.
- Assists Veteran Affairs Director in training support staff and reviewing eligibility decisions made by support staff.
- Other duties may be assigned.

SUPERVISION RECEIVED:

- Administrative and functional supervision is received from the Veteran Affairs Director, or other designated official.

SUPERVISION EXERCISED:

- Functional supervision may be exercised over support staff.

QUALIFICATIONS:

- Bachelor's Degree (BA) in Human Services or related field required.
- Three to five years of experience in welfare or social service activities and working with the general public required; or equivalent combination of training and experience which provides the required knowledge, skills and abilities.
- Must possess a valid Driver's License in the State of Iowa, and be insurable under County's guidelines.
- Must obtain National Accreditation through the National Association of County Veteran Service Officers within one year of the date of hire and must maintain such accreditation.
- Possesses basic computer skills, utilizing a variety of software packages, including web based software for applying for federal benefits. Must be proficient in Microsoft Office, including Power point.
- Requires excellent verbal and written communication skills and a professional demeanor.
- Working knowledge of Veteran Administration, Social Security Administration and various relief agencies available to meet client's needs.
- Knowledge of state and federal laws, which mandate benefits, procedures and regulations pertaining to Veteran affairs.
- Knowledge of community resources and programs available as referrals for applicants.
- General knowledge of and ability to utilize interviewing techniques.
- General knowledge of and ability to utilize research and investigation techniques.
- Ability to understand medical terminology.
- Ability to compile and submit required reports and statistics obtained through personal interviews and investigations.
- Ability to deal courteously and tactfully with individuals with diverse cultural differences, government officials and fellow employees.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Must be able to establish and maintain good working relationships with Veterans, co-workers, outside agencies, and the general public

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The work environment and physical demand characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Refer to the "Essential and Marginal Function Analysis" statement for a complete description of essential functions and functional requirements.

- Work is performed primarily indoors but requires frequent travel from one location to another to perform essential duties.
- Position requires frequent use of office equipment such as computers, copiers, fax machines, telephones.
- Position requires frequent use of hand, fingers, arms and near vision.
- Position requires substantial interaction/communication with other employees as well as the general public and department affiliates.