



CLINTON COUNTY GOVERNMENT

Job Description

Job Title: Director of Veterans Affairs
Department: Veterans Affairs
Position Reports to: Commissioners
Grade Level: H
FLSA Status: Non-exempt
Position Type: Full-Time
Bargaining Unit Status: Non-Bargaining
Date: August 26, 2019

Summary: The Director of Veterans Affairs plays a vital role in service delivery to veterans and their dependents. The Director educates, advises, assists, counsels, and refers veterans and/or their families regarding a wide-range of benefits, entitlements and services. The Director acts as an advocate to assure that all benefits and entitlements due are received in accordance with federal, state, county laws, policies and regulations.

Essential Functions: The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Manages, from initiation to completion, all actions through the Department of Veterans Affairs and Commonwealth's Department of Military & Veterans Affairs.
- Provides counseling to veterans and/or families while assessing their individual or collective need and eligibility.
- Prepares applications for county, state, federal benefits, and assures all paperwork concerning the claim is complete prior to submission.
- Advocates for the veteran and/or families at hearings, appeal boards, and courts during the adjudication processing of their claims.
- Assists with processing appeals of denied claims and files appeals forms, notices of disagreement, new-material evidence, support statements, or related documentation to appropriate federal agencies.
- Researches, establishes, and maintains all available resources essential to assisting veterans with their claims through government and private-sector networking.
- Coordinates eligibility, care, and placement of veterans into the VA Health Care System to include but not limited to application, referral, and transport; as well as assuring quality of care is provided within the limits of policies, regulations; to include such veterans residing in local contracted hospitals, domiciliary, and nursing homes.
- Makes referrals on the veteran's behalf to other agencies to assure that all benefits and entitlements are received as provided by law.
- Prepares annual budget and approves department expenditures.
- Visits homebound, institutionalized veterans and dependents.
- Interacts with federal, state, and county agencies, veterans, their families, and public regarding matters pertaining to Veterans Affairs.



CLINTON COUNTY GOVERNMENT

Job Description

- Serves as a liaison to federal and state legislators proposing and recommending changes in legislation concerning veterans to more effectively, efficiently, and adequately serve their needs.
- Verifies military service records and documents for legitimacy, accuracy, and eligibility and authorizes the issuance of the same.
- Authorizes County burial benefits for wartime veterans, survivors, and the care of their graves.
- Assists in preparation of department budget by projecting needs for upcoming year.
- Manages and directs the daily operation of the department to maintain standards and quality assurance while keeping within the limits of current budget.
- Speaks to a wide variety of social organizations and veterans groups to educate and inform them on issues relating to veterans.
- Develops and implements education and outreach activities to veterans, survivors, and their families.
- Maintains community awareness of VA benefits via news releases, seminars and public speaking engagements.
- Develops a working knowledge of other agencies' benefits such as the Pennsylvania Adjutant General's office, Social Security, County Assessors, Social Security Insurance Disability, CareerLink, etc.
- Ensures county compliance with all federal, state, and veterans' statutes.
- Researches and prepares necessary policies to ensure compliance.
- Supervises the maintenance of records and files of veterans' records; applications and petitions; orders supplies and coordinates Memorial and Veterans Days' ceremonies.

Education and Experience:

- High School Diploma or GED.
- College credits in psychology, counseling, or sociology a plus.
- Previous position(s) involving serving the veteran population highly desirable.
- Veteran preferred.

Additional Job Requirements: Valid driver's license and current automobile insurance, satisfactory pre-employment drug screen and background check, and completion of the computer skills testing. Must obtain and maintain the Veterans Service Officer accreditation.

Knowledge, Skills, and Abilities:

- Must be able to speak and understand the English language to carry out the essential functions of the job.
- Must possess effective communication skills.
- Must possess initiative and problem solving skills.
- Must possess ability to function independently, have flexibility, and the ability to work effectively with veterans, family members, county, federal agencies, and others.
- Must possess ability to maintain confidentiality concerning veteran information and records.
- Must possess ability to interpret and analyze applicable laws, rules and regulations and to explain it to others in clear and logical manner.



CLINTON COUNTY GOVERNMENT

Job Description

- Must have excellent interviewing skills.
- Must have abilities to function independently, be flexible, and work effectively with veterans, their families and inter-governmental agencies.
- Must be knowledgeable of the veteran experience.
- Must have the skill to remain focused and not give up easily when the desired outcome is not obtained the first time.
- Must have the ability to empathize while using discernment.

Physical and Mental Requirements:

- Walk, stand, and sit frequently and for extended periods.
- Sedentary work with occasional lifting/carrying of objects, coordination of fingers/hands to simple movements of feet/legs/torso necessary to carry out job duties.
- Must be in good general health and demonstrate emotional stability.
- Must be able to cope with the mental stress of the position.
- Must be able to lift up to 50 pounds on occasion.
- Must be able to pay close attention to details, coordinate efficiently and concentrate on work.
- Must have normal vision and hearing (with reasonable accommodation if necessary).

Work Environment:

- Works indoors in adequate workspace, temperatures, ventilation, and lighting.
- Works with average indoor exposure to noise, stress and frequent disruptions.
- Normal indoor exposure to dirt/dust.
- Occasional outside work when attending ceremonies and special functions.

Employee Expectations:

In completing the duties and responsibilities of the Director of Veterans Affairs, the employee will adhere to all county policies, guidelines, practices and procedures, act as a role model both inside and outside the County. Perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with Commissioners.

At-Will-Employment:

The Director of Veterans Affairs is an at-will employee and serves at the pleasure of the Commissioners of Clinton County. Clinton County Government is an Equal Opportunity Employer and does not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation, or disability.

In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resource Administrator to the extent that it does not constitute an undue hardship to the County.



CLINTON COUNTY GOVERNMENT

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I have read the job description for the Director of Veterans Affairs and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements and duties set forth. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of Supervisor

Date