

VETERANS SERVICE ASSISTANT

Definition:

Under close supervision, the Veterans Service Assistant assists accredited staff in providing direct services to veterans and their dependents and performing routine paperwork.

Distinguishing Characteristics

This is the entry level in the Veterans Service Assistant/Veterans Service Representative I/II flexible classification series. Incumbents receive direct supervision and training in the performance of established essential functions. This classification performs the most routine and least complex functions in the Veteran Service Assistant/Veterans Service Representative I/II series. The Veterans Service Assistant is distinguished from the Veterans Service Representative I/II, which must obtain United States Department of Veterans Affairs accreditation required to authorize veteran benefits for State programs. Promotions to the Veterans Service Representative I is considered on a merit basis subject to the recommendation by the Department Head and approval by Human Resources.

Essential Functions:

- Explains program benefits, requirements, and procedures to veterans and their dependents; answers questions.
- Gathers information through interviews with veterans, dependents or next of kin to determine eligibility for benefits.
- Assembles supporting documentation necessary to prepare and submit claims, i.e., compensation, pension, healthcare, burial, etc.
- Determines eligibility for State programs, i.e., College Fee Waiver program.
- Provides referrals to other agencies and service providers.
- Performs itinerant travel to outlying offices.
- Documents services provided.
- Uses an automated system to input and retrieve information.
- Performs other job-related duties as assigned.

Employment Standards:

Completion of 60 semester or 90 quarter units from an accredited college or university.

OR

High School Diploma, G.E.D. or equivalent; and one (1) year of experience in a position requiring interviewing, counseling and/or guidance.

Additional Requirements:

Possession of a valid California Class C Driver's License at the time of appointment is required. Incumbents must have the ability to travel to designated locations.

Service in the Armed Forces of the United States with an honorable discharge is desirable but not required.

Knowledge of: Department and Veteran Affairs rules and regulations; Veterans' eligibility criteria; effective interviewing and counseling skills; time management concepts; effective case management techniques; written and oral presentation and communication techniques; and knowledge of California Department of Veteran Affairs (CDVA) Audit Guidelines. Completing automated/interactive forms; entering and retrieving data from automated databases; interpreting relevant regulations and applying findings to a given situation; reviewing medical and legal records; and identifying relevant information.

Ability to: Plan, organize and prioritize multiple tasks for caseloads considering time dependence; determine clients eligibility and make suitable referrals; interact with problematical clients, contacts or co-workers; identify relevant supporting information; balance competing demands through case management; communicate effectively orally and in writing; evaluate existing laws and procedures; and make determinations and recommendations regarding veterans rights and benefits.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.