



Town of Salina

Veteran's Service Outreach Coordinator

General Duties

The Veterans Service Outreach Coordinator (VCOC) provides counseling and assisting veterans, servicepersons, dependents, survivors and other claimants on federal, state and local laws relating to veterans' rights, privileges and benefits. Work involves matters pertaining to educational training; health, medical, and rehabilitation services and facilities; employment and reemployment and provisions of law relating to veterans' status. In addition, a service officer will prepare and assist veterans in the preparation and processing of legal claims in federal, state and local laws and act as a liaison with public and private agencies, which provide benefits for veterans. An incumbent in this position is expected to exercise independent judgment in areas of concern and responsibility. Supervision is received from and administrative superior with work being reviewed through submission of written reports and conference. Certain assignments made to employees in this case will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Does related work as required as required.

Typical Work Activities

- Interviews claimants in need of assistance.
- Confers with claimants or others by telephone, in writing or electronically.
- Prepares and processes claims, applications and appeals for pension, compensation, medical treatment and other service benefits; procedures documentation required for validation of claims; follows up claims to assure prompt action; reviews decisions relating to claims and financial awards made by the Veterans Administration and/or state or local governmental departments.
- Confers with medical, mental health, and social work professionals on issues relating to veterans' current and previous disabilities, nexuses and relationships.
- Obtains information from financial institutions, social security, nursing and adult homes, social services, and other units regarding funding and authorization for indigent burial of eligible veterans, survivors or dependents under applicable state and local laws.
- Assists and advises veterans regarding insurance programs and benefits and in formulating or converting their insurance estate.
- Attends conferences held by the Veterans Administration and other government agencies to further knowledge of changing laws, programs and benefits.
- Provides interpersonal peer counseling, evaluation and referral on veteran laws, regulations and administrative directives.
- Administers registration for Veteran Memorial Cemetery, records and database management in conjunction with the Department of Parks and Recreation Finance.
- Makes field visits to veterans unable to visit the agency office.
- May transport veterans to other veterans' facilities.
- Use computer applications or other automated systems (i.e.: spread sheets, word processing, calendar, email/database software in performing work assignments.

- Provides case management services on an individual basis through home visits including nursing homes and hospitals.

Full Performance Knowledges, Skills, Abilities and Personal Characteristics

- Good knowledge of federal, state and local laws governing veterans' benefits.
- Good knowledge for benefits and services available to veterans, survivors, dependents and other claimants.
- Good knowledge of medical and psychological diagnosis, evaluation and terminology as it applies to veterans.
- Ability to establish and maintain good public relations and deal effectively with veteran-related problems.

Minimum Qualifications:

Open Competitive:

- Graduation with a bachelor's degree from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees in social services, or a closely related field OR
- Graduation with an associate's degree in social services, human services or a closely related field and 2 years of work experience in social services, human services or a closely related field OR
- 4 years work experience as above.

Other Requirements:

- Requires a valid NYS drivers license; and use of a privately owned and insured vehicle.

Specific Duties:

- Provide information to Veterans about all resources whether it be a Veteran Service Organization or other not for profit organization and their eligibility requirements.
- Help with VA medical and financial matters.
- Assist with NY State and or Onondaga County Veterans benefits such as memorial registrations and community services.
- Coordinate with the Veteran and their specific need to get the best possible solution.
- Perform follow-up visits and/or calls to the Veteran to make sure the service was carried out properly.
- Maintain confidential personal information.
- Plan activities to inform Veterans of their available benefits.
- Help Veterans get more involved with other beneficial programs
- Supply a monthly report to the Town of Salina Town Board.
- Performing all other duties as required.

Special Necessary Requirement (at time of appointment):

- Must be honorably discharged and provide copy of DD214 (member-4)