



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **ASSISTANT VETERANS SERVICES OFFICER I**
Grade: 07

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Employee performs entry level counseling and claims work. Work involves counseling and assisting veterans and their dependents or beneficiaries regarding veterans' benefits and employment services. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Interviews veterans, their dependents, or survivors and provide services, counseling, and assistance in obtaining benefits, rights, and entitlements

Registers veterans, their dependents, or survivors for employment program services

Determines employer requirements, refers qualified candidates, and verifies satisfactory placement

Conducts home and institutional agency visits/interviews to evaluate personal situations regarding qualifying benefits and services, including compensation, pension, death benefits, education assistance, home loans, insurance and/or hospitalization

Prepares and files claims and supporting evidence for successful adjudication

Consults with medical or legal staff in the development of pertinent evidence to support claims

Conducts presentations on veterans' benefits and service programs to service members and local veterans' organizations

Maintains client files, records and updates database

May prepare and submit reports

May conduct outreach activities to identify veterans, their dependents, or survivors in need of intensive services, claims assistance, and other supportive services

Performs related work as assigned

EXPERIENCE AND EDUCATION

Requires Bachelor's Degree from and accredited college or university in Social Services, Business or related field

One (1) year of experience counseling veterans for benefits and services; or an equivalent combination of education and experience

Two (2) years of related experience may be substituted for one (1) year of education

Must have served on active duty in the Armed Forces and received an Honorable Discharge; or be a widowed Gold Start Mother or unremarried widow of a service member or veteran whose death resulted from service; or the spouse of a disabled veteran who has a total disability rating based on either having a service-connected disability with a disability rating of 100 percent or on individual unemployment; or the spouse of a retired veteran who served a minimum of 20 years on active duty.

CERTIFICATES, LICENSES AND REGISTRATION

Must become certified by Texas Veterans Commission within the first (1) year of employment

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of laws pertaining to veterans, veterans' benefits and procedures, military law, rules and regulations, and medical terminology

Ability to analyze data and make determinations regarding veterans' benefits and eligibility

Ability to communicate effectively, both verbally and in writing; and, maintain effective working relationships with co-workers, County employees, veterans, veterans' dependents, veterans' organizations and the general public

Knowledge of rules, and regulations applicable to the processing of veterans' claims; and of assessment techniques

Skill in interviewing and counseling

Ability to communicate effectively

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations