



WRIGHT COUNTY
invites applications for the position of:

Veterans Service Officer

SALARY:	\$28.03 - \$39.25 Hourly \$58,302.40 - \$81,640.00 Annually
OPENING DATE:	10/11/16
CLOSING DATE:	10/26/16 04:30 PM

PRIMARY OBJECTIVE & SCOPE OF RESPONSIBILITY:

The Veterans Service Officer serves as the Department head for the Wright County Veterans Service Office. This position is responsible for the administration, planning, coordination and management of the overall operations, programs, activities and services to veterans. The Veterans Service Officer provides direct assistance to veterans and their dependents by providing counseling with respect to benefits available, and ensures eligible parties receive benefits for which entitlement exists on County, State and Federal level.

The duties and responsibilities of this job are carried out with independence in accordance with professional practices and governing laws and within established strategic direction set by the County Board.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1 Provides direct assistance to veterans and their dependents, by providing counseling with respect to benefits available, and ensures eligible parties receive entitled benefits.
 - 1.1 Performs intake and interviews veterans, widows, dependents, beneficiaries and families by phone and in person to determine and assess needs;
 - 1.2 Select the appropriate course of action to assist the veteran and/or family; provides information on all applicable benefits available through the Veterans Administration, including, but not limited to, compensation, pension, health care, burial allowance, vocational rehab, insurance, employment, education, shelters, and numerous other benefits as well as all other benefits offered by other agencies as appropriate;
 - 1.3 Assists applicants in filing for benefits in an accurate and timely manner;
 - 1.4 Provides peer counseling to veterans on chemical dependency, mental health, PTSD, and other issues; provides counseling in all matters related to available benefits, services and programs and makes referrals; arranges for transportation, medical benefits, etc.;
 - 1.5 Advocates for and assists veterans and dependents in filing claims & appeals by interviewing clients, processing paperwork, compiling evidence in support of claims and presenting to the Veterans Administration & defending the client at proceedings;
 - 1.6 Develops methods of outreach for the Veterans Service office including home, hospital and nursing home visits; provides services at regional sites as needed;
 - 1.7 Prepares Veterans case records, social histories and documentation.

2 Using independent judgment provides supervision and leadership to Department personnel under the span of control.

2.1 Makes decisions on matters of hiring, transfer, suspension, lay off, recall, promotion, discharge, assignment, reward, adjusting grievances or disciplining employees under the span of control;

2.2 Sets goals and objectives for others to work towards and monitors performance;

2.3 Leads unit in creating and maintaining a positive work environment and fostering effective performance of staff;

2.4 Conducts ongoing feedback, coaching, mentoring, and timely formal reviews of performance for assigned employees;

2.5 Provides training and work direction, ensuring the employee knows and follows Department and County rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss; ensures that each employee:

2.5.1 Knows and follows Department and County rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;

2.5.2 Wears proper protective equipment when policy requires or conditions indicate a need exists and utilizes proper body mechanics and ergonomics while performing work;

2.5.3 When potentially unsafe conditions are observed makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.

2.6 Plans the work schedule to meet Department demands and to limit overtime costs to reasonable and necessary levels;

2.7 Encourages employee growth and development by providing or encouraging learning opportunities;

2.8 Assesses staff development needs and directs the provision of staff training;

2.9 Participates in decisions regarding the content of jobs and the number of staff within the functional areas under the span of control.

3 Oversees the operations of the Veterans' Services Office. Develops and implements office procedures, recommends policies.

3.1 Meets with the County Board to communicate information on the Office's activities;

3.2 Prepares and submits reports as required and requested to the County Board, local, state, and federal agencies, on the County veterans' population and the activities of the Veterans Service Office, and to maintain eligibility for funding.

3.3 Oversees the development and maintenance of a records management system in accordance with county policy and federal and state requirements;

3.4 Oversees ordering of supplies and services;

3.5 Ensures compliance with Data Practices Act and HIPAA, and other applicable requirements.

4 Manages the Department budgets for Veterans Services and general operations.

4.1 Approves expenditures for purposes and amounts that are within the budget and within the authorized approval limits of the job;

4.2 Prepares requests for annual funding and presents requests to decision makers for approval;

4.3 Drafts and prepares applications for periodic grants through various County, state and federal programs for special projects or equipment.

5 Maintains current knowledge of county, state, and federal statutes, as well as rules, regulations, and policies regarding veterans' programs, and interprets and applies these to the office's operations.

5.1 Attends appropriate meetings, training sessions, seminars and conferences;

5.2 Acts as a representative for veterans in meetings and seminars with the federal and state Veterans agencies;

5.3 Monitors current legislative and legal actions related to federal and state veterans' benefits.

6 Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.

6.1 Knows and follows Department and County rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;

6.2 Wears proper protective equipment when policy requires or conditions indicate a need exists and utilizes proper body mechanics and ergonomics while performing work;

6.3 When potentially unsafe conditions are observed makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.

7 Communicates courteously and professionally and maintains working relationships with others in carrying out job functions. Communications include responsibility for maintaining relationships that are key to the Office's functions.

7.1 Serves as the County's liaison to and appears before community and county veterans' organizations to provide current information;

7.2 Maintains contact with and provides information to local media and prepares news releases.

8 Performs other duties and activities as assigned.

MINIMUM QUALIFICATIONS:

The Veterans Service Officer job requires U.S. Citizenship, State of Minnesota residency, and veteran status as defined in Minnesota Statute 197.447. Must maintain State of Minnesota County Veterans Service Office (CVSO) certification annually as required by Minnesota Statute 197.605. A valid driver's license or evidence of equivalent mobility is also required. The job requires two years of post-high school education and four years of related experience, or equivalent. A bachelor's degree in social work, psychology, sociology, business administration, public administration, or a related field is preferred.

Knowledge, skills and abilities required include:

- Knowledge of the Federal and State laws, regulations and rulings pertaining to Veterans services;
- Knowledge of administrative practices including budgeting, purchasing and policy formulation;
- Knowledge of human resource management practices such as training, discipline, delegation, etc.; ability to supervise personnel in a manner conducive to efficient performance and high morale;
- Intermediate level skills in Microsoft Office software and ability to learn County and other systems and software;
- Ability to select competent personnel and to train them to perform their duties in an effective and efficient manner;
- Ability to defuse escalated situations and confrontations;
- Verbal and written communication skills sufficient to effectively present information and respond to questions from a wide variety of audiences;
- Reading comprehension skills sufficient to read, understand and interpret legal and technical documents, statutes and regulations;
- Leadership and interpersonal skills sufficient to exchange information, persuade others, resolve conflicts, give and receive work direction, and maintain effective working relationships.

PHYSICAL DEMANDS & WORKING CONDITIONS:

Most work is performed in a normal office environment. Daily work involves moving between buildings and rooms. Occasional local travel is required to attend meetings. Intermittent overnight travel is required. Work requires regular computer and phone use and regular attention to detail and deadlines. The job involves regular public contact and may involve dealing with and calming individuals who are emotionally charged over an issue and may be volatile and/or potentially violent.

Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience

required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

The Employer retains the discretion to add duties or change the duties of this position at any time.

APPLICATIONS	MAY	BE	FILED	ONLINE	AT:	Position #Vet Serv Officer
http://www.co.wright.mn.us						VETERANS SERVICE OFFICER
10	2nd	Street	NW,	Room	235	BP
Buffalo,		MN			55313	
763-682-7378						

Veterans Service Officer Supplemental Questionnaire

- * 1. Are you a veteran of the United States Military with honorable discharge as defined in Minnesota Statute 197.447?
 Yes
 No
- * 2. Are you a citizen of the United States?
 Yes
 No
- * 3. Are you a permanent resident of Minnesota, living in Minnesota year-round?
 Yes
 No
- * 4. Do you possess a valid driver's license or have evidence of equivalent mobility?
 Yes
 No
- * 5. This position requires two years of post high school education and four years of related experience, or an equivalent combination of education and experience. Which of the following minimum qualifications do you possess?
 Two years post secondary education and four years of related experience.
 An equivalent combination of education and related experience.
 I do not possess these requirements.
- * 6. Describe your related education and experience as indicated in above question. Please include type of education, employer, job title, dates of related work experience and relevant duties performed. If no applicable experience, type "none."
- * 7. A bachelor's degree in social work, psychology, sociology, business administration, public administration or a closely related field is preferred. Do you have a bachelor's degree or higher in one of these preferred areas? (Education must be reflected in your online application)
 Yes
 No
- * 8. Please state information regarding your bachelor's degree (also include highest level degree received), including major and the name of the institution where you received the degree. If no degree, type "none."
- * 9. How many years of paid experience do you have assisting veterans with benefits, counseling,

education, home loans and/or other needs?

- I do not have this experience
- Less than 1 year
- 1 year to less than 3 years
- 3 or more years

- * 10. Describe your paid work experience assisting veterans with needs. Include employer, length of time and duties performed. If no experience, type "none."
- * 11. How many years of voluntary experience do you have assisting veterans with benefits, counseling, education and other needs?
 - I do not have this experience
 - Less than 1 year
 - 1 year to less than 3 years
 - 3 or more years
- * 12. Describe your voluntary experience assisting veterans. Include type of voluntary organization, length of time and assistance offered.
- * 13. How many years of experience do you have providing advocacy services to clients in need of any form of assistance (such as housing, food or income assistance?) Clients served can be other than veterans. If no experience, type "none."
 - I do not have this experience
 - Less than 1 year
 - 1 year to less than 3 years
 - 3 or more years
- * 14. Describe your experience providing advocacy to clients in need of assistance. Include employer, or organization, years of experience and type of services provided.
- * 15. List years of experience developing, managing and monitoring an organizational budget.
 - I do not have this experience
 - Less than 1 year
 - 1 year to less than 3 years
 - 3 or more years
- * 16. Describe your experience with budget development and monitoring. Include the size and level of responsibility of the budget.
- * 17. List the years of professional work experience supervising staff.
 - I do not have supervisory experience
 - Less than 2 years
 - 2 years to less than 5 years
 - 5 or more years
- * 18. Describe your experience supervising staff. Include employer, number of years as supervisor, size of staff supervised and state if supervised in a union environment. If no supervisory experience, type "none."
- * 19. If you are eligible for Veteran's Preference and you wish to claim Veteran's Preference credit, check the box that describes your eligibility. Choose only one answer. In order to receive Veteran's Preference credit, you must provide a copy of your DD214.
 - No Veteran's Preference
 - Veteran's Preference
 - Veteran's Preference with Disability
 - Spouse of Disabled or Deceased Veteran

* 20. I affirm that the information provided is accurate and true to the best of my knowledge. I understand that any falsification may disqualify me for consideration for this and subsequent recruitments with Wright County for up to three years.

Yes

No

* Required Question