

VETERANS ASSISTANCE COORDINATOR

KIND OF WORK

Entry-level professional veterans benefits work.

NATURE AND PURPOSE

Under general supervision/procedural control, determines eligibility for financial and medical benefits and provides information and referral services relating to state and federal veterans benefits to veterans, their dependents and survivors, County Veterans Service Officers, and other interested parties. May train fellow employees and County Veterans Service Officers; performs related work as required.

Job Evaluation profile narrative (Hay method):

Know How. Requires specialized knowledge of federal and state legislation relating to benefits for veterans and their dependents, other benefits available through human service agencies, and the symptoms and occupational consequences of diseases and disabilities.

Problem Solving. Requires interpretive problem solving within the guidelines of substantially diversified procedures and specialized standards. Responsible for evaluating medical and financial information and approving or disapproving benefits, making a decision on whether the disability is of a temporary nature or permanent nature, and determining if it prevents gainful employment. Also responsible for referring the client to other appropriate programs (e.g., vocational rehabilitation, disability social security, and supplemental security income).

Accountability. Work is regulated by standardized practices and procedures. Discretion for expenditure of funds is constrained by department, state and federal policy and regulations. Impact is contributory on the activities of the Benefits Division.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Evaluates, determines, monitors, and reviews program eligibility of veterans/dependents to meet their needs by comparing information gathered with eligibility guidelines and selecting appropriate programs.

Administers Veterans Preference so veterans' rights are protected by investigating alleged violations, preparing petitions for contested case hearings, attending hearings, preparing and mailing the Decision and Order, and maintaining files using information gathered and/or received from the court.

Disseminates information to County Veterans Service Officers and others to keep them informed of the status of cases by letter, phone, or personal visit.

Refers veterans/clients to other agencies/programs which might meet their needs by reviewing information and comparing it with various benefits programs.

Trains new Veteran Assistance Officers and County Veteran Assistance Officers on new policies/procedures to provide current information by developing training materials and conducting training sessions.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

State, county and federal benefits, related eligibility criteria, and application procedures sufficient to determine financial, medical and educational benefits eligibility.

Policies and procedures of human service agencies (e.g., General Assistance, AFDC, Social Security, Supplemental Security and Minnesota Supplemental Income Programs, etc.) to refer clients for services.

Symptoms and occupational consequences of disease and disabilities suffered sufficient to make medical eligibility determinations.

Policies and procedures of the Department of Veterans Affairs and the Veterans Administration sufficient to comply with them.

Math skills sufficient to evaluate client's financial and budget information, accurately calculate amount of assistance to authorize, determine need and eligibility for benefit programs and develop assistance budgets.

Ability to:

Determine eligibility through comparison of relevant information to eligibility standards.

Gather and interpret evidence and supporting documentation as it relates to eligibility standards.

Effectively communicate, orally and writing, sufficient to explain department services and guidelines.

Investigate, analyze, and interpret regulations, policies, procedures, medical reports, financial information and other information to make appropriate eligibility determinations.

Organize information and data into clear and logical formats to be presented in oral or written form to veterans, veterans groups and the public.

Respond to and obtain information from sometimes irate and uncooperative clients.

Train other employees through preparation of the presentation of training materials.

NECESSARY SPECIAL QUALIFICATIONS

Veteran of the Armed Forces of the United States as defined in Minnesota Statutes sections 43A.11 and 197.447 as follows: “..any person who has been separated under honorable conditions from any branch of the armed forces of the United States after having served on active duty for 181 consecutive days or by reason of disability incurred while serving on active duty, and who is a citizen of the United States or resident alien.”

Est.: 2/44
Rev.: 7/67, 7/73, 10/85, 5/98

T.C.: 7/67, 12/91
Former Title(s): Veterans Assistance
Officer, Senior
Veterans Assistance
Officer III