

## **POSITION: DIRECTOR OF VETERANS AFFAIRS**

### **General Nature of Work**

Under policy direction, serves as a professional representative/advocate of Veterans and their dependents to help ensure clients receive the full benefits they are entitled to as Veterans. Maintains client records and prepares related reports. Supervises and reviews the work of subordinate staff, and performs other administrative work as required. Reports to the Chairman, Newberry County Legislative Delegation.

### **Essential Job Duties:**

- Plans, coordinates and supervises the activities of the Veteran Affairs Department, ensuring compliance with all applicable laws and regulations, policies and procedures.
- Supervises staff; supervisory duties include instructing, planning and assigning work, reviewing work, maintaining standards, coordinating activities, acting on employee problems, selecting new employees, recommending and approving discipline and discharge, and recommending employee transfers, promotions and salary increases as appropriate.
- Reviews the work of subordinates for completeness and accuracy; evaluates work performance and makes recommendations for improvement; offers training, advice and assistance as needed.
- Develops and presents annual department budget for approval; monitors department expenditures.
- Assists Veterans and/or their dependents in obtaining benefits from the US Department of Veterans Affairs (DVA) including disability, medical, pension, death and burial, education, vocational rehabilitation, home loan and life insurance benefits; and benefits of other federal, state and local assistance programs.
- Uses different computer programs to file claims. Must be proficient in the use of Microsoft programs as well as programs initiated by the US Department of Veterans Affairs and the SC Department of Veterans Affairs.
- Interprets complex policies, procedures and laws to clients and staff.
- Gathers pertinent case information through interviews, research and the corroboration of data, documentation and regulations. Verifies information received as appropriate.
- Visits hospitals, nursing homes and residences of incapacitated Veterans/claimants as needed to gather/verify information and discuss claims.
- Prepares and maintains case files.
- Determines client eligibility for benefits; refers clients to other agencies for assistance as appropriate.

- Completes and/or assists clients in completing the required forms and compiling the necessary documentation for the benefits application/claims process. Must be able to use the various computer programs, both local systems and the Department of Veterans Affairs computer programs to monitor claims, appeals and monitor different laws and regulations.
- Assists clients through appeals and legal processes as required.
- Coordinates department activities with those of other government agencies as appropriate.
- Maintains knowledge of all current laws and regulations pertaining to Veterans' benefits.
- Plans and gives presentations to Veteran Service Organization and Veteran events throughout the county.
- Receives and responds to inquires and complaints regarding department services and procedures.
- Reviews various documents, including benefits manuals and updates, claim forms, budget documents, case documentation, benefits awards letters, medical records, Veterans discharge papers and various other forms, records, and reports.
- Prepares and/or processes various documents, including claim forms, appeals, budget documents, income verification repots, departmental annual reports, financial reports, and various records.
- Refers to US Department of Veterans Affairs websites to view manuals, laws, benefit manuals, medical and health reference books.
- Uses various office equipment (computers, copiers etc).
- Interacts and communicates verbally and written with various groups and individuals such as the Legislative Delegation, County Administrator, County Council, subordinates, other County Department heads and employees, the SC Department of Veterans Affairs personnel, VA Regional Office personnel, VA Hospital and other government agencies.

**Educational requirements:**

A High School or GED required; College degree and Military experience preferred.

**Additional requirements:**

SC Code of Laws Section 25-11-40 (B). County veterans affairs officers; appointment and removal training and accreditation.

(B) Subject to the recommendation of a majority of the Senators representing the county and a majority of the House members representing the county, the secretary shall appoint a county veterans' affairs officer for each county in the State, whose term of office shall begin July first of each odd-numbered year and shall continue for a term

of two years and until a successor shall be appointed. Qualifications shall be determined by the county legislative delegation upon a majority vote of the Senators representing the county and a majority of the House members representing the county. A county veterans' affairs officer is an at-will employee of the department, subject to removal for cause at any time by the secretary, a majority of the Senators representing the county, and a majority of the House members representing the county.

(C) All county veterans' affairs officers must successfully complete a comprehensive course of training and be issued accreditation within one year following initial appointment, either through the department or through an accredited national veterans' service organization. A training council from the South Carolina Association of County Veterans' Affairs Officers, in conjunction with the department or through an accredited national veterans' service organization, shall develop the training criteria. Training and accreditation must be provided by the department or through an accredited national veterans' service organization. A county veterans' affairs officer who does not complete the required training and receives accreditation within the first year following appointment is ineligible for reappointment by the county legislative delegation. Additionally, in order to maintain accreditation, refresher training is required yearly.