

# CHICKASAW COUNTY JOB DESCRIPTION

**TITLE: VETERANS AFFAIRS DIRECTOR/ADMINISTRATOR**

**DEPARTMENT: VETERANS AFFAIRS**

**FLSA: NON EXEMPT**

**DATE:**

**REPORTS TO: CHICKASAW COUNTY  
VETERANS AFFAIRS COMMISSION**

## **PURPOSE OF POSITION**

### Veterans Affairs:

Under general administrative direction of the Chickasaw County Veterans Affairs Commission, oversees and administers office operation including implementation of the County Ordinance of the Chickasaw County Veterans Affairs. Directs and coordinates Veteran assistance programs throughout Chickasaw County in accordance with Chapter 35B of the Code of Iowa. Assist Veterans and/ or their eligible dependents in securing local, state, non-profit veterans groups and federal benefits resulting from eligible service in the United States Armed Forces. Provides outreach services to Veterans and serves as a Veteran advocate in the community.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

### **Veterans Affairs knowledge of:**

- Basic philosophy and principles underlying Veteran benefits and related legislation
- Federal, State and County statutes pertaining to Veteran benefits
- Various resources available in the local community, state, and federally to assist Veterans
- Techniques of interviewing, including accurately collecting, evaluating, verifying and recording information
- English language to include grammar, spelling, sentence structure, vocabulary and proofreading skills

### **Ability to:**

- Ability to work independently under limited supervision
- Ability to make autonomous decisions regarding qualifying and disqualifying applicants for assistance, budget and day to day operations
- Prepare, justify, monitor and work within a budget
- Prepare Veteran Affairs Commission agenda and Veteran Affairs Commission minutes
- Learn, apply and articulate departmental policies and procedures
- Maintain confidentiality and security of information as appropriate
- Represent Chickasaw County and perform duties in a professional, responsible and trustworthy manner

- Follow Code of Ethics of the National Association of County Veterans Service Officers
- Establish and maintain effective working relationship with co-workers, clients, and other social services agencies, and members of the general public
- Make logical and accurate decisions based on interpretations of program rules, regulations, policies and procedures
- Assess basic problems and make referrals to appropriate services
- Provide customer service that is courteous and responsive
- Communicate effectively with person representing widely divergent backgrounds, interests, and points of view
- Organize and prioritize multiple responsibilities to meet deadlines and adjust workloads to meet fluctuating priorities
- Collect data, keep accurate records, and prepare reports for the Veterans Affairs Commission, federal requirements and County budgets
- Organize and present factual information and ideas or opinions clearly and concisely in oral or written form
- Be detail-oriented when working with documents and information. Post Veterans Affairs Commission agendas in the Courthouse and send Veterans Affairs Commission minutes within five (5) days with the County Auditor
- Understand oral and written instructions
- Communicate effectively, oral and in writing, to individuals and groups, in formal and non-formal situations
- Use a computer for the purposes of data entry, word processing, spreadsheets, presentations, email and internet
- Operate common office equipment such as typewriters, calculators, fax, postage machines, photocopiers, multi-line and cellular telephones, and scanners
- Handle low to moderate levels of stress, meet deadlines and solve problems appropriate to the position
- Have clarity of speech and hearing which permits effective communications
- Reviews a wide variety of materials in both electronic and hardcopy forms
- Have sufficient manual dexterity to make handwritten notations and which permits moderate use of a keyboard and mouse
- Have sufficient personal mobility to complete work and attend meetings at various county facilities and other locations

**MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:**

Bachelor's degree in social work, human services, business, or related field and two (2) years of experience in social work or Veteran counseling **OR** any equivalent combination of education, experience and training which provides the required knowledge, skills, and abilities

**Special requirements:** Valid driver's license and insurable under County liability coverage. May also require use of private vehicle for official business. For the Veteran Affairs Director position, must be a Veteran per Chapter 35B.6 of the Code of Iowa. Individual that is not a veteran, the position would be called Veteran Affairs Administrator as per Chapter 35B.6 of the Code of Iowa.

Overnight travel is required for some training, must be willing to travel out of state by the best mode of transportation depending on where training is offered. Must be willing to attend the NACVSO training

once a year if at all possible unless a conflict is apparent and approved by the Commission for non-attendance.

Attain national accreditation and continuing education certification as required by the Code of Iowa 35B.6 within one (1) year of employment. Must receive certification in the Training, Responsibility, Involvement and Preparation of Claims Program (TRIP) within five (5) years of employment. Must also be willing to continue with any other form of accreditation or certification provided by the Department of Veterans Affairs or other Service Organization that may be offered in order to provide the most knowledge for Chickasaw County's Veterans.

**SPECIFIC DUTIES:** to be performed satisfactorily with or without reasonable accommodation

**The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.**

- Assists Veterans and/or their dependents with applications for federal benefits (compensation, pension, health care, Iowa Veterans Homes applications and burial assistance) which include explaining procedures, researching and obtaining proper documentation, filling out extensive forms and conducts follow-up as necessary
- Interviews Veterans and/or their dependents to determine eligibility for Veteran County assistance and/or makes referrals to other appropriate agencies. Authorize exceptions to Veteran Affairs Ordinance per Commission
- Records grave registration data; completes grave registration forms
- Maintains communication with the Commission regarding Veteran activities on the local, state and federal level
- Makes referrals to agencies related or pertinent to assisting Veterans to seek employment such as Workforce Center and temporary job employers
- Interacts and serves as a liaison to various Veteran organizations, hospitals and governmental agencies to identify Veterans' needs, research needed, and documentation to complete paperwork to obtain service
- Keeps abreast of law changes and federal regulations relating to Veterans Affairs and interprets rules and regulations to identify proper procedures
- Provides education to Veteran organizations, churches, nursing homes, agencies, etc. regarding Veteran benefits. Develops and delivers presentations as requested. May prepare information for public dissemination
- Works with outside agencies to coordinate events to educate and to develop awareness of available benefits to Veterans and/or eligible dependents

**SUPPLEMENTAL INFORMATION:**

Reports to: Veterans Affairs Commission

Works with: Various County departments, outside agencies, and Veterans Affairs Commission

Physical/Environmental conditions: Stand, sit, squat, kneel, bend, twist, and reach as needed. The office door is to remain closed when meeting with clients to protect privacy, therefore, must feel comfortable enough with clients to follow these guidelines.

There are times when clients can be irrational. The position requires the ability to evaluate situations and be able to control or minimize possible confrontations. The clients may suffer from mental or physical conditions due to service time.

Provides outreach and attends numerous meetings and training which exposes the Administrator/Director to weather conditions and driving hazards. There also potential risk when visiting Veterans in their homes by their living conditions or mental state.

Work flexible schedule to include nights, weekends, or holidays for appointments.