

VETERANS SERVICE OFFICER

The Onondaga County Department of Adult and Long Term Care is seeking an enthusiastic, organized, and detail-oriented individual for the position of Veterans Service Officer.

TYPICAL WORK ACTIVITIES

- Personally interviews claimants in need of assistance.
- Confers with claimants or others by telephone, in writing or electronically.
- Prepares and processes claims, applications and appeals for pension, compensation, medical treatment and other service benefits; procures documentation required for validation of claims; follows up claims to assure prompt action; reviews decisions relating to claims and financial awards made by the Veterans Administration and/or state or local government departments.
- Confers with medical, mental health, and social work professionals on issues relating to veterans' current and previous disabilities, nexuses and relationships.
- Obtains information from financial institutions, social security, nursing and adult homes, social services, and other units regarding funding and authorization for indigent burial of eligible veterans, survivors or dependents under applicable state and local laws.
- Assists and advises veterans regarding insurance programs and benefits and in formulating or converting their insurance estate.
- Attends conferences held by the Veterans Administration and other government agencies to further knowledge of changing laws, programs and benefits.
- Provides interpersonal peer counseling, evaluation and referral on veteran laws, regulations and administrative directives.
- Administers registration for Veterans Memorial Cemetery, records and database management in conjunction with the Departments of Parks and Recreation and Finance.
- Makes field visits to veterans unable to visit the agency office.
- May transport veterans to other veterans' facilities.
- Uses computer applications or other automated systems (ie: spread sheets, word processing, calendar, email/database software in performing work assignments.
- Provides case management services on an individual basis through home visits including nursing homes and hospitals.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Good knowledge of federal, state and local laws governing veterans' benefits.
- Good knowledge of benefits and services available to veterans, survivors, dependents and other claimants.

- Good knowledge of medical and psychological diagnosis, evaluation and terminology as it applies to veterans.
- Ability to establish and maintain good public relations and deal effectively with veteran-related problems.

MINIMUM QUALIFICATIONS

Open Competitive:

- A. Graduation with a Bachelor's Degree from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees in social services, human services or a closely related field OR
- B. Graduation with an Associate's degree in social services, human services or a closely related field and 2 years of work experience in social services, human services or a closely related field OR
- C. 4 years work experience as above

SPECIAL NECESSARY REQUIREMENT (at time of appointment)

Must be honorably discharged and provide copy of DD214 (member-4).

Permanent appointment is in accordance with all New York State Civil Service rules.

Salary: \$50,261

Hours of work: 8:30 am to 4:30 pm, Monday - Friday

Deadline to apply:
Friday, August 2, 2019

Send resume and letter of interest to:

Vanessa Campbell, SHRM-CP

Director of Personnel

vanessacampbell@ongov.net

Onondaga County is an Equal Opportunity Employer