

LANCASTER COUNTY VETERANS SERVICE CASE WORKER

NATURE OF WORK

This is advanced human service work providing veterans services to qualified clients of Lancaster County.

Work involves responsibility for case management including assessment, planning, advocacy and follow-up; coordinating, managing and evaluating assigned services; networking with community agencies and developing outreach contact on behalf of and in support of client and family members. Work also involves participating in Veterans Department outreach, staff meetings, community groups and/or advisory councils. Supervision is received from the Veterans Services Officer or his designee, with work being reviewed in the form of reports, conferences and effectiveness of program services provided.

EXAMPLES OF WORK PERFORMED

Determines participant eligibility for general assistance services to include reviewing and analyzing income and employment information; administering a variety of assessment tools and evaluating the results; interviewing applicants and evaluating employment, social, economic, behavioral and educational goals.

Provides information and referral, counseling, short-term case work and case management services which may include client assessment, planning, advocacy and follow-up; arranges client-confirmed services; participates directly in program activities/services, as needed; monitors and documents client needs, progress and success; identifies and maintains contact with community service providers to inform families of benefits, programs and services.

Conducts initial client screening; determines basic eligibility for assistance such as food stamps, prescription drugs, housing, transportation and death/burial benefits.

Follows up with in-person interviews, opens case files and documents all issues related to each case in the County general assistance computer database system.

Compiles statistics and maintains records on client program participation; maintains confidential client records and case files.

Facilitate veterans' requests for financial benefits and support services; determine veteran eligibility and coordinate multiple services and benefits available to veterans at federal, state and county levels; assist veterans in completing applications and meeting eligibility requirements.

Attend meetings of veterans' organizations and the Nebraska County Veterans' Service Officers Association.

Prepare and transmit required forms and letters; maintain case files; provide on-call services to veterans as assigned; assist with routine filing and data input as needed.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions, programs and services provided by various community agencies as they pertain to the delivery of veterans assistance services to target group members of Lancaster County.

Knowledge of the principles, practices and techniques of executing social service work and delivering programmatic services to target group members.

Knowledge of laws and regulations applicable to veterans' services and benefits.

Some knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of the specified target group to which assigned.

Some knowledge of automated client records management.

Ability to organize tasks and establish priorities in response to changing conditions and in emergencies.

Ability to assess, discuss and document a client's physical and mental abilities, financial, social and environmental needs, and to jointly formulate an effective action plan.

Ability to establish and maintain effective working relationships and co-workers, clients and families in adverse circumstances, community agencies, service providers and the general public.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to maintain confidential client records.

Ability to perform general computer data entry on specific software used by Lancaster County.

Ability to interpret laws and regulations applicable to veterans' benefits.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in psychology, sociology, human services or related field plus experience providing program services or case management related to the position and program to which assigned.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by college-level coursework in human or behavioral sciences, or other specialized training with some experience in a capacity related to the position and program to which assigned; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

- Must be honorably discharged veteran who served on active duty in the armed forces of the United States during World War I, World War II, the Korean War, Vietnam War, Lebanon, Granada, Panama or the Persian Gulf War (dates as provided by Nebraska State Statute). DD Form 214 required.
- Must have been a bona fide resident of the State of Nebraska continuously for at least the past one year immediately prior to assuming the position.
- As per the qualifications set forth in State laws 80-401.01 and 80-410.

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