

LANCASTER COUNTY
VETERANS SERVICE REPRESENTATIVE

NATURE OF WORK

This is human service work involving counseling veterans and processing veteran applications for service.

Work involves coordination of support services and financial benefits available to veterans at federal, state and county levels. Work also involves obtaining and investigating service and program application information, investigating residential requirements, preparing case records and performing adjunct clerical duties. Supervision is received from the County Veterans Service Officer with work being reviewed in the form of reports, conferences and effectiveness of support services provided.

EXAMPLE OF WORK PERFORMED

Conduct telephone and personal interviews with veterans seeking financial assistance; investigate and verify residency eligibility and qualifying service requirements; identify and complete applications for appropriate support services and financial benefits.

Assist in advising and counseling veterans on available services and programs based on their current and expected future needs.

Determine eligibility and refer qualifying veterans to available financial assistance for housing, food and utilities; process vouchers to obtain assistance; complete and file required referral records.

Assist in administering the County Veterans Aid Fund; facilitate veterans applications for State and Federal benefits and act as liaison between veterans and providers as needed.

Prepare and maintain case records; assist with routine filing, database and file maintenance, and reception duties as needed.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Some knowledge of laws and regulations applicable to veterans' services and benefits.

Some knowledge of support service agencies in the community as well as services provided by those agencies.

Some knowledge of principles, practices and methods of interviewing.

Some knowledge of common word processing and computer database software applications.

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

Ability to perform routine clerical tasks.

Ability to establish and maintain effective working relationships with veterans and their families, co-workers and community agency representatives.

Ability to communicate effectively both orally and in writing.

Ability to maintain routine records of benefits received and services provided.

DESIRABLE TRAINING EXPERIENCE

Graduation from a senior high school or equivalent and some experience working in a social services agency or counseling environment.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent or any combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: _____
Department Head

Personnel Director

Revised 4/96

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