

DEPUTY COUNTY VETERANS DIRECTOR

DISTINGUISHING FEATURES OF THE CLASS: Work involves responsibility for assisting in the coordination and administration of services provided by the County Office of Veterans Affairs. The program is designed to provide information and guidance on all veteran rights and benefits, such as health, medical, rehabilitation services; training and education opportunities; employment and reemployment rights; death benefits; etc. Knowledge of federal, state and local laws applying to veterans' rights and benefits, as well as familiarity with veterans' readjustment problems and disorders, is required. Work is performed under the general supervision of the County Veterans Director; the Deputy is empowered to act for and in the place of the County Veterans Director as necessary. Supervision is exercised over clerical personnel. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists with direction and operation of County veterans' residence facility, including monitoring healthcare issues, negotiating leases, building maintenance, and general facility management;

Provides assistance to veterans, military personnel, their dependents and family members, in understanding and accessing benefits provided by law, including but not limited to education, skills/job training, health, medical, and rehabilitation services, provisions of federal, state and local laws and regulations affording special rights and privileges, unemployment and re-employment services, etc.;

Provides advice to veterans, military personnel, their dependents and family members regarding problems related to their rights and benefits;

Interviews, instructs, and assists veterans, military personnel, their dependents and family members, regarding proper documentation and presentation of claims;

Provides hands-on technical assistance and instruction to veterans, military personnel, their dependents and family members, regarding use of online, internet-based, veterans' services and benefits information, such as HealthyVets.com, Department of Labor: Veterans' Employment and Training website, etc.;

Provides assistance in securing information and evidence necessary for the proper presentation of claims;

Assists Director in maintaining necessary contacts with various local, state, and federal agencies relative to follow-up for pending claims and benefits;

Assists Director in establishing and maintaining liaison with local veteran, industrial, business, civic, government and other organizations providing for benefits for veterans;

Assists with editing, writing, research and distribution of e-newsletter and other outreach communications and documents;

Maintains records and prepares reports and statistical

information;
Assists Director in development and implementation of outreach programming, materials, and presentations to community groups, veterans groups, etc.;
Provides guidance and supervision to Town Veteran Service Officers to ensure provision of services at the Town level;
In absence of County Veterans Director, supervises clerical employees and Veterans Office operations;
May act for and in the place of the County Veterans Director, as required;
May be required to attend training regarding veterans affairs and related matters;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of federal, state and local laws pertaining to veterans' affairs; good knowledge of various services and benefits available to veterans; good knowledge of computer & internet technology and ability to assist others in using such technology; working knowledge of individual counseling techniques; familiarity with veterans problems and disorders, and typical signs and symptoms; proficiency in oral and written communication; ability to deal effectively and objectively with people of diverse socio-economic backgrounds and cultures; good listening skills, social perceptiveness; confidentiality; empathy and sensitivity; emotional maturity; good judgment; tact and courtesy.

MINIMUM QUALIFICATIONS:

a) Graduation from high school or possession of a comparable diploma and one (1) year of responsible experience which involved employment, guidance or psychological counseling, employment interviewing, personnel administration, teaching, social work, customer service, legal assistance, or therapeutic services; or

b) Graduation from high school or possession of a comparable diploma and one (1) year of responsible work in an organization providing assistance or services to veterans; or

c) An equivalent combination of training and experience as stated in a) and b).

SPECIAL REQUIREMENTS:

The Deputy County Veterans Director is required to be an honorably discharged veteran of active military duty in the armed or naval forces of the United States during a war in which the United States was engaged, as defined by New York State Executive Law, Article 17, Section 350.