

VETERANS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Work involves counseling veterans and their families and assisting them to take advantage of rights and benefits. In addition, the employee is expected to address such organizations as the American Legion and Veterans of Foreign Wars on Veterans' Benefits. General supervision is received from the Director of the Agency. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only).

Interviews veterans and their families to determine problems or needs;

Refers veterans and their families;

Assists veterans in filing claims for disabilities, medical, and dental treatment, pensions, insurance dividends, and other rights and benefits;

Counsels veterans relative to special benefits such as home and training programs, educational opportunities, and other applicable laws;

Assists veterans in obtaining employment and housing;

Assists veterans' families in filing claims for pensions and others benefits;

Answers telephone and performs incidental clerical work such as typing, filing, and operating copying machine.

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 relating to veterans' affairs and sources of information on such matters; working knowledge of individual counseling techniques; interest in veterans' affairs; good verbal abilities; ability to secure confidence and cooperation of veterans and others; good judgment; initiative; resourcefulness; tact.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a comparable diploma, and one (1) year of responsible experience which primarily consisted of counseling or assisting individuals regarding legal, financial, or placement problems, or an equivalent combination of experience and training.