

Hinsdale County Veteran Service Officer Job Description

Job Summary

Assists veterans and their dependents regarding benefits to which they are entitled through accomplishing intake conversation, identifying appropriate benefits, and assisting filing claims, providing supporting evidence and preparing appeals regarding benefits to which they are entitled.

Knowledge, Skills and Abilities

Full Proficiency:

Essential Job Functions

- Experience and understanding of Veteran Affairs processes in filing claims.
- Ability to comprehend Government Laws, eligibility criteria, and processes when representing Claimants.
- Complete required training to achieve Accreditation through Office of General Counsel.
- Effectively apply interview techniques to determine eligibility, need and situation.
- Counsels veterans and their dependents regarding benefits to which they are entitled.
- Prepares or assists in preparing, applications, claims and supporting documents.
- Gives presentations and speeches regarding veterans' benefits to groups.
- General understanding of how medical diagnosis are attained.

General Requirements

- Attends meetings, classes and trainings as required or requested by Colorado Department of Military and Veteran Affairs, and additional VA or County.
- Communicates actively, clearly and regularly with Commissioners concerning Veteran issues.
- Understanding of HIPPA and PII regulations in order to protect Claimant information.
- Possess emotional intelligence and conflict resolution when interacting with veterans who are frustrated.
- Ethically strong in nature and professionalism when assisting claimants in vulnerable situations.
- Understands, observes, enforces and complies with all VA, State and County policies, procedures and protocols when performing job duties.

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- Possesses excellent oral and written skills to communicate effectively.
 - "Establishes and maintains effective working relationships with County employees from same or different departments/offices₁ entities, vendors, members of the community and all customers.
 - Observe all safety procedures and practices in order to prevent injuries or damage.
 - Schedules meetings with community Veteran Organizations, Community partners, neighboring Counties to provide adequate information to ensure active communication at all levels.
 - Effectively manages multiple projects at once.
 - Effectively deals with stressful emotional/mental health situations.
 - Easily adapts to sudden and unexpected changes in work assignments.
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- Ability to operate and or learn- standard office equipment, including computers, computer software, calculators, printers, copiers.
 - Ability to perform routine office tasks.
 - Ability to evaluate client needs and eligibility and recommend appropriate actions.
 - Ability to establish and maintain effective relationships with clients and veterans' agencies staffs.
 - Ability to deal with a variety of people and situations.
 - Supervisory principles, procedures and methods including training, discipline, selection and evaluation.
 - Knowledge of the principal and practice of interviewing and counseling.
 - Working Knowledge of Veteran's Administration Benefits and programs.
 - Ability to interview and provide information to assist program clients.

Expert Proficiency:

- Effectively apply Veteran's Administration programs, rules, state and federal laws and regulations governing benefits for veterans.
- Proven success in processing Veterans' Administration claims.
- Ability to function as an active Veteran Advocate by identifying "gaps in services" and providing solutions through locating resources to fill those gaps.

Requirements

Must be an Honorably Discharged U.S. Veteran

Must possess a valid Colorado state driver's license

Must successfully pass a state and local background check