

## **DEPUTY DIRECTOR OF VETERANS AFFAIRS**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a managerial position responsible for assisting the Director of Veterans Affairs in the administration of the veterans service program for the County. This person is responsible for counseling veterans and their families on services offered and assisting in the filling of claims for these services. The incumbent acts for and in place of the Director in his or her absence. The position will require the flexibility to work irregular hours including some weekends and extensive traveling. Work is performed under the general direction of the Director of Veterans Affairs. Supervision may be exercised over the work of subordinate staff.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Interviews and counsels veterans and family members on the types of benefits available, such as pension, death benefits, disability, medical care, back military pay, insurances, educational and loan benefits, etc., and advises them on their eligibility for benefits;
2. Assists veterans and their families in the preparation of claims for which they are entitled;
3. Ensures documentation required for processing claims is complete and accurate;
4. Assists in gathering information for appeals in cases of claim denials;
5. Aids veterans in obtaining medical care, treatment and hospitalization for both service connected and non-service connected disability;
6. Investigates concerns and complaints from veterans regarding treatment from Veterans Administration Hospitals;
7. Work closely with other county departments and community service agencies to provide assistance to veterans and their families when help needed is not available through Department of Veterans Affairs;
8. Maintains records, completes paperwork for eligibility and prepares reports as required;
9. Attends conferences held by the Veterans Administration and other government agencies to further knowledge of changing laws, programs and benefits;
10. Participates in service groups, community activities and special events as a representative of the County;
11. May assume the duties of the Director in his/her absence.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the federal, state and local laws pertaining to veterans and their families in order to advise them on their eligibility for benefits, complete the paperwork for application for benefits and assist them in the appeal of benefit denials;

Thorough knowledge of various services available to veterans and their families in order to advise them of possible programs and services to which they may be entitled;

Good knowledge of counseling techniques in order to assist veterans and their families with a variety of problems related to disability, death, economic and legal conditions, etc.;

**DEPUTY DIRECTOR OF VETERANS AFFAIRS** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (Cont'd)

Good knowledge of administrative principles and practices such as budgeting, supervision, inventory and records management and retrieval in order to assist the Director in maintaining an efficient office operation;

Good knowledge of public relations techniques in order to work with a variety of federal, state and local agencies to promote the needs of veterans and secure provision of services;

Ability to communicate clearly and effectively with a wide variety of clientele in order to elicit information and explain services;

Ability to plan and supervise the work of others;

Ability to use computer software programs to retrieve records and prepare forms and reports;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of high school equivalency diploma and:

- EITHER:       (A)     Graduation from a regionally accredited or New York State recognized college or university with a Bachelor's degree and two years of administrative military experience;
- OR:            (B)     Graduation from a regionally accredited or New York State recognized college or university with a Associate's degree and four years of administrative military experience;
- OR:            (C)     Six years of administrative military experience;
- OR:            (D)     An equivalent combination of training and experience as indicated in (A), (B) and (C) above.

**SPECIAL REQUIREMENT FOR APPOINTMENT:**

New York State Executive Law, § 357, requires that a person appointed to this position must be a veteran as defined in New York State statute (i.e., ...resident of this state, who has served in the active military or naval service of the United States during a war in which the United States engaged and who has been released from such service otherwise than by dishonorable discharge, or who has been furloughed to the reserve).