

## **ALPENA COUNTY**

### **ASSISTANT VETERANS COUNSELOR**

**STATUS: Non-exempt, hourly person, works 35 hours per week**

**CATEGORY: Fee for Service employee**

#### **General Summary**

Under the supervision of the Veterans Counselor; interviews, counsels and assists veterans and/or dependents of veterans in obtaining benefit to which they are entitled.

#### **Essential Functions**

1. Performs in the position as director in the director's absence.
2. Interviews, counsels and completes forms to assist veterans and/or dependents in filing for any federal, state or county benefits.
3. Determines eligibility for county burial benefits.
4. Prepares appeals regarding denied claims.
5. Assists veterans and their dependents in obtaining information regarding their claim when claimants unable to do so.
6. Evaluates and determines validity of claim by reviewing legislation, regulations and precedents, and by studying veteran's medical reports and service history.
7. Assists veterans who are addicted to drugs and/or alcohol in obtaining proper assistance and treatment.
8. Assists veterans who have psychological problems in scheduling appointments for appropriate help.
9. Conducts intake interviews with applicants for emergency grant assistance from the Michigan Veterans Trust Fund and Alpena County Veterans Relief Fund.
10. Issues payment vouchers to insure that emergencies are met by the Michigan Veterans Trust Fund and Alpena County Veterans Relief Fund.
11. Schedules DAV Van Transportation for veterans to VA Medical Centers.

## **Other Functions:**

- Performs other duties as assigned.

*(The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.)*

## **Education, Training and Experience:**

### **Education:**

- Possession of a high school diploma or a certificate of successful completion of the General Educational Development Test.
- Two years of college level course work or equivalent experience in Human Services, psychology, social work counseling, or related area of social services is preferred.
- As a condition of employment, an employee in this position must possess a service organization representative certification from an accredited veteran's service organization within the first year of employment.

**Experience:** One year related experience in office administrative capacity including work with the public. Proficient in Microsoft Word and familiar with Veterans Information Management System (VIMS) preferred.

**Other Requirements:** Honorably discharged veteran of U.S. Armed Forces.

*The requirements listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

### **Physical Requirements:**

1. Must be capable of conducting and administering client services to veterans and their families.
2. Ability to verbally communicate via telephone and in person.
3. Ability to visually inspect and read legislation, journals, computer screens, files and documents.
4. Ability to operate all office equipment such as copiers, computers, fax and telephone.

*(This job requires the ability to perform the essential functions contained in this description. These include, but are*

*not limited to, the requirements listed above. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements)*

**Working Conditions:**

1. Works in office conditions. At times may be required to travel to veterans in various locations (home, hospital, etc.).
2. Exposure to individuals with various emotional and mental problems.
3. Exposure to communicable diseases.

I understand that the Alpena County Personnel Policy Handbook is available on the Employee Navigator system. It is my responsibility to review the Handbook periodically for changes or revisions.

Signature \_\_\_\_\_

Date \_\_\_\_\_