



# Josephine County, Oregon

## Human Resources Office

Josephine County Courthouse  
500 NW 6<sup>th</sup> Street Dept. 11 / Grants Pass OR 97526  
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

### POSITION DESCRIPTION

Job Title: Veterans Service Officer I, II, Lead  
Department: Veterans Office  
FLSA Status: Non-Exempt  
WC Code: 8810  
Effective Date: July 1, 2011  
Last Revised: May 13, 2019  
Pay Grade: A11, A13, A15  
Union: AFSCME

#### SUMMARY

Counsels, advise, and assist Veterans and their dependents in obtaining benefits provided for them by County, State, and Federal Law. VSO acts as advocate and case manager for Veterans in need of such services. The Veterans Service Officer position is a three part series differentiated primarily on complexity of case work assigned and required supervision needed.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

An employee in this class is responsible for advising Veterans and their dependents of the various types of benefits that are available to them from the State, County, Federal and other local agencies. Assistance is provided in obtaining and coordinating benefits to assure maximum benefits to clients. Work is performed under the general supervision of the Accredited Senior County Veteran Service Officer /Veterans Program Manager, who reviews work primarily on the basis of results obtained.

For VSO I, Department supervision required. Independent casework is not authorized till VSO II status is obtained. VSO Lead acts as a Lead worker supervising day-to day operations and overseeing VSO training.

EXAMPLES OF WORK: (Illustrative only. Any single position of a class will not necessarily involve all of the duties listed, and many positions will involve duties which are not listed.)

1. Conducts interviews of Veterans and/or their dependents and widows and advises them of their rights under Veterans benefits acts. Provides referrals to other agencies to help meet the needs of the clients that cannot be met by the Veterans benefits act. Monitors progress of such referrals to insure services are coordinated and received.
2. Provides assistance to Veterans and dependents in the preparation and follow-up of applications for State and Federal benefits including home loans.
3. Provides assistance to Veterans and dependents in accessing all Social Services within the community and the region.
4. Provides assistance and/or files claims for Veterans' benefits. Monitors all claims filed to assure compliance with all State and Federal law.
5. Establishes and maintains law or client files.
6. Develops and maintains professional relationships with local agencies serving Veterans including: Veterans Administration, Senior and Disabled Services, Adult and Family Services, Oregon Department of Veterans Affairs and others service organizations.

7. Maintains current Veterans publications such as Federal, State and County information and instructions and resource material on V.A. Medical Centers, outpatient clinics and their programs.
8. Coordinates with Disabled American Veterans transportation program to provide transportation to SORCC White City, Roseburg V.A.M.C. and Portland V.A.M.C.
9. Composes correspondence regarding inquiries on other Veterans related matters.
10. Oversees the VBA Work-Study program.
11. Conducts an outreach program to provide services to Veterans and their dependents that live in outlying areas of Josephine County.
12. Other duties as assigned.

#### QUALIFICATIONS

An employee must have considerable knowledge of current Federal and State laws/regulations pertaining to benefits for Veterans and their dependents, coupled with a comprehensive understanding of legal processes necessary to substantiate claims. Knowledge of administrative processes within the Veterans Administration is helpful. A working knowledge of general office management practices and procedures is necessary.

#### EDUCATION AND EXPERIENCE

VSO II must be current Accredited Representative as prescribed by the Code of Federal Regulations 14.629(a)(1)(i)(ii), VSO I must have the ability to obtain certification/accreditation within a minimal timeframe. Associates of Science or Bachelors of Science coupled with minimum two years of on the job experience or higher education and one year experience with a government of private agency that involves working in close contact with the public; or any combination of experience and training which demonstrates the ability to perform the above duties.

#### SUPERVISORY RESPONSIBILITIES

VSO I/II typically do not have any supervisory responsibility. The Lead VSO will serve as a lead worker. Responsible for day-to-day operational supervision as well as training of VSO I/II.

#### JOB IMPACT

The most common consequence of error would involve financial or benefit loss to the veteran and, as a result, County exposure to lawsuit. A Veterans Service Officer's job done correctly most always has a positive financial impact on the veteran thus insuring a greater quality of life for the veteran and their dependents.

#### JOB CONTACTS

Job Contacts are as follows: U.S Department of Veterans Affairs, Oregon Department of Veterans Affairs, Grants Pass Vet Center, NG 1/186 BN Delta Company, Oregon County Veteran Service Officer's Association, NACVSO, all local service organizations, the Veterans Health Administration, County departments such as Assessors, Corrections, and the Clerks offices well as local medical providers, Senior Adult and Family services, and Social security.

#### LANGUAGE SKILLS:

ACVSO must be able to communicate effectively both verbally and in writing.

#### MATHEMATICAL SKILLS:

A general knowledge of basic mathematics and accounting is necessary

#### REASONING ABILITIES

Must be able to read and interpret regulations and decisions from various government agencies. Review administrative decisions and compare outcomes with the Federal Law to determine validity of decisions.

#### OTHER SKILLS AND ABILITIES

An individual must have the ability to tactfully conduct interviews of a personal nature with the veteran and their dependents to effectively obtain accurate and complete information beneficial to the preliminary development of the case.

#### CERTIFICATES, LICENSES, REGISTRATIONS

Possession of a valid Oregon Driver's license; safe driving record.

#### WORK ENVIRONMENT

This is a high stress work environment. Problem encountered usually revolve around dealing with hostile Veterans and irate individuals.

#### BACKGROUND INVESTIGATION

Those employed in this position may be subject to pre-employment drug testing and a background investigation, including but not limited to criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification.

## PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Stoop position - 1 minute plus	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting strength	<b># of pounds = 25 lbs.</b>			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving carts, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Speech, Vision &amp; Hearing</b>					
<input type="checkbox"/>	Distinguish colors	Yes: <input type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Distinguish shades	Yes: <input type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Depth perception	Describe:			
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level:			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe:			
<b>Exposure - Environmental Factors</b>					
<input checked="" type="checkbox"/>	Heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chemical Solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Uneven Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Body Fluids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>