

## DUTY STATEMENT

LGA Name: County of ABC

Fiscal Year: 2025/2026

Name of Claiming Unit: Veterans Service Office

---

# Veterans Service Officer

### **DEFINITION:**

Under direction from the Health and Human Services Agency Director or designee, plan, organize, and administer the programs and operations of the ABC County Veteran Service Office; oversee and participate in securing rights and benefits for veterans, dependents, and beneficiaries, in accordance with federal, state, and local regulations and programs; perform related work as required.

### **EXAMPLES OF DUTIES:**

- Plans, coordinates and administer activities and programs of the County Veteran Service Office (**Code 04, 08, 15, 17**)
- Reviews County Veteran Service Program claims for accuracy
- Directs workflow, trains other Veteran Service Office staff
- Performs a wide variety of specialized fiscal and administrative assignments
- Develop policies and procedures in assigned areas
- Reviews, analyzes, and interprets state and local regulations, procedures, and proposed legislation
- Coordinates veterans' programs with other County programs, outside agencies, and public/private organizations (**Code 04, 15, 17**)
- Serves as a technical expert by providing consultation regarding program and/or policy matters
- Manages and participates in public information and outreach activities to educate and offer services to veterans and dependents; represents the program and makes various presentations to community groups (**Code 04, 15, 17**)
- Performs quality control activities on claims relevant to the Veteran Service Program
- Visit homes, hospitals, convalescent homes and other locations to assist veterans and/or dependents in completing forms and filing documents
- Maintains accurate records and files related to Veteran Services Programs; comply with activity reports for submission to state and federal oversight agencies regarding claims and office activities
- Assists in the preparation of the County Veteran Service budget
- Outreach to the community by providing Medi-Cal information and services to Medi-Cal participants or potential Medi-Cal participants (**Code 04**)
- Referral, Coordination, and Monitoring of Medi-Cal Services includes making referrals for, coordinating, and/or monitoring the delivery of Medi-Cal covered services (**Code 06**)
- Facilitate the Medi-Cal application by explaining the process, assisting in completing the application, gathering information for the application, packaging all forms for the Medi-Cal eligibility determination (**Code 08**)
- Program Planning and Policy Development for Medi-Cal Services for Medi-Cal Clients includes time spent developing strategies to increase Medi-Cal system capacity and close Medi-Cal service gaps (**Code 15**)

**DUTY STATEMENT**

**LGA Name:** County of ABC

**Fiscal Year:** 2025/2026

**Name of Claiming Unit:** Veterans Service Office

---

- Program Planning and Policy Development for Medi-Cal Services for Medi-Cal and Non Medi-Cal Clients includes time spent developing strategies to increase Medi-Cal system capacity and close Medi-Cal service gaps **(Code 17)**
- MAA/TCM Implementation Training includes time spent providing or attending training related to the performance of MAA or TCM **(Code 20)**

---

Employee Signature

Employee Name

Date