

DUTY STATEMENT

LGA Name: County of ABC

Fiscal Year: 2025/2026

Name of Claiming Unit: Veterans Service Office

Veterans Services Representative

DEFINITION:

Under direction of the Program Manager, assists veterans and their dependents in obtaining the full range of services and benefits to which they are entitled; counsel veterans and act as an advocate on their behalf; perform related work as assigned. This class is distinguished from the appointed Veterans Services Officer in that the latter has broader responsibility for the veterans' services program and the ability to determine eligibility for social services.

EXAMPLE OF DUTIES:

Essential job duties may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent may not be required to perform all duties listed and may be required to perform additional, position-specific tasks.

- Provide information, advice and counseling to veterans, surviving spouses, their dependents and other interested parties regarding compensation, education, insurance, vocational rehabilitation, home loans, housing, tax exemptions, burial benefits and other programs and/or benefits to which they may be entitled **(Code 04, 06, 08)**
- Interpret and explain information such as eligibility requirements, application details and veteran's rights **(Code 04, 06, 08)**
- Conduct private interviews with veterans and their dependents and assist them in completing appropriate forms and obtaining required documentation **(Code 06, 08)**
- Research regulations, medical documentation and other information both within the office and from other agencies as required to provide services and benefits **(Code 06)**
- Refer clients to appropriate local, state or federal agencies and/or community service agencies to obtain veteran benefits **(Code 06)**
- Interpret, apply and explain local, state and federal laws, rules and regulations related to veterans' benefits
- Act as an advocate for a veteran and/or his dependents by assisting in the preparation of forms and documents, obtaining and presenting evidence for claims for benefits, and by representing the veterans before the Veterans Administration and other agencies by following up on claims to apply for benefits that have been denied

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- Maintain accurate records and files related to veterans' services activities, compile activity reports for submission to state and federal government agencies regarding claims and office activities
- Visit homes, hospitals, convalescent homes and other locations to assist veterans and/or dependents in completing forms and filing documents **(Code 06, 08)**
- Participate in outreach activities to educate and offer series to veterans; attend meetings and make presentations to various community groups **(Code 15, 17)**
- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations
- Use standard office equipment, including a computer, in the course of work
- Drive a motor vehicle to reach various work locations
- 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)**
- 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