

DIRECTOR OF VETERANS' SERVICES

Definition

Administrative, supervisory and social welfare work in directing and coordinating the operations of veterans' services; all other related work as required.

Supervision

Works under the policy direction of the Board of Selectmen, and under the administrative direction of the Town Administrator.

Work is accomplished in accordance with Massachusetts General Laws, and rules and regulations of the United States Veterans' Administration.

Performs varied and responsible duties ranging in nature from routine to complex, requiring strict adherence to State and federal laws; exercises independent judgment in the administration of benefits and other assistance services to veterans and their dependents.

Job Environment

Work is performed under typical office conditions; work environment is quiet.

Operates automobile; operates telephone and other office equipment.

Makes frequent contacts requiring perceptiveness and discretion with veterans and their dependents. Makes frequent contacts with social service agencies, state agencies, civic groups and various Town departments concerning services related to veterans and reporting of activities and transactions.

Errors in judgment could result in financial hardship, confusion, and reduced standards of service to the town's veterans, as well as monetary loss to the town, due to insufficient reimbursements.

Essential Functions

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Provides counseling to veterans and their dependents; refers veterans to appropriate agencies or service providers; assists veterans by providing informational material and advice concerning assistance and benefit opportunities; assists veterans in completing necessary applications and other forms, and in acquiring documentation needed to prove eligibility.

Ayer, Massachusetts
Director of Veteran's Services

Directs and participates in the administration of various veterans' benefits available to veterans and their dependents, including pensions, compensation, hospitalization, outpatient treatment, education, burial and other benefits available under the Massachusetts General Laws and through veterans' administration programs.

Processes applications for veterans' benefits; directs investigations of the necessities and qualifications of claimants; authorizes payments; performs follow-up activities to confirm appropriate use of benefits and assistance.

Performs the duties of burial agent and veterans' graves registration officer; inspects graves of veterans buried in the Town; assists families to arrange burial of veteran at a national cemetery.

Works with veterans on community projects to find housing, furniture, food, transportation, and other needs; serves as the Town's liaison to related organizations and governmental institutions.

Prepares reports to account for funds; reports to state agencies to acquire reimbursements; ensures that applications and reports conform to state regulations in order to ensure reimbursement; prepares and administers departmental budget; keeps accurate records of expenses and account balances.

Periodically required to attend related meetings and seminars that are held in various locations.

Performs similar or related work as required or as situation dictates.

Recommended Minimum Qualifications

Education and Experience

High school graduation; Associate's Degree in business administration or social work preferred; three years of experience in office or business administration, preferably in the public sector; two years of experience in social welfare or related work; experience in veterans' benefits administration desirable; or any equivalent combination of education and experience.

Special Requirements

Must be an honorably discharged veteran, with at least four years of military service. Massachusetts Class D driver's license required.

Knowledge, Ability and Skill

Knowledge. Thorough knowledge of state and federal laws pertaining to veterans and their dependents. Working knowledge of the methods and principles of veterans' benefits

assistance, case work, administration, and available resources.

Ability. Ability to establish effective working relationships with applicants, recipients, other agencies, and the general public; ability to treat individuals with dignity, fairness, sensitivity, and compassion. Ability to plan, negotiate, and assume leadership in relations with community and governmental agencies, and in establishing and coordinating programs for veterans.

Skill. Good organizational skills. Skill in typing and working with numbers.

Physical Requirements

Minimal physical effort required when performing work in the office. Position requires ability to operate a keyboard.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)