

VETERANS' SERVICES DISTRICT DEPUTY DIRECTOR

Department: Veterans' Services

Division: N/A

Appointing Authority: Mayor

Grade: 3

Revision Date: 11/19

Bargaining Unit: NR

Definition:

Responsible for assisting the director in the day to day operations of the Veterans' Resource and Referral Center and District satellite offices located throughout the 26 town/city district (pop.65,000); with particular emphasis on delivery of services to the districts' rural communities in compliance with M.G.L. Ch.115. Directly responsible for District's VA claims processes and products. Acts for the Director in his/her absence or as delegated.

Supervision:

Works under the administrative direction of the District Director with minimum supervision, within policies established by the City, State and Federal Veterans' agencies in conformance with applicable provisions of the General Laws, with oversight by the District Advisory Board IAW, M.G.L. Chapter 115, IAW 108 CMR and policies of the District Advisory Board. Has direct supervision over district Veterans' Services Officers' and Veterans' Services Assistant and is responsible for supervision of Veterans enrolled in the Veterans Tax-work program for towns participating outside of the City of Greenfield with assistance from the VSA, and supervision and management of districts VA work-study students.

Environment:

Varied work in a multi-task environment. Duties are performed under typical office and field conditions. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled events. Field work involves marking of graves, Veteran's parade participation, and other associative duties with exposure to weather and the elements in all seasons, to include home visits and outreach events throughout the district territory often during non regular work hours to include weekends and nights.

Performs varied and responsible administrative, technical and clerical 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. Ensures compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

Access to and control of confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation, or policy about Veterans and their families including psychological, social, medical, financial, and legal matters.

Makes frequent contacts with Veterans and their dependents requiring advocacy skills. Makes frequent contact with social service agencies, state agencies and representatives of other governmental bodies, civic groups and various city departments concerning services related to Veterans and the reporting of activities and transactions which, at times, requires negotiating skills to influence behavior of employees.

Errors in judgment and administration may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion or cause adverse relations with public/private agencies; cause legal and financial repercussions, lower standards of service to Veterans and their families; errors could endanger the well-being of Veterans and their dependents and cause loss of 75% state reimbursement for benefits or assessment by the Commonwealth for full amount of benefits denied and withholding of local aid funds (M.G.L. Ch. 628).

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)

Responsible for the correct understanding and application of applicable governing law including 38USC, Valor Act II, MGL Chapters 114, 115 and 118 and 108 CMR.

May serve as VSO in the absence of or in addition to performing all the duties of the VSO position as required.

Assists District Director in yearly budget preparation, identifying trends and forecasting district needs in relation to expenditures. Develops specifications for districts' purchases and solicits bids to ensure the best value for the district communities. Assists District Director on any capitol planning needs, and gathers information to forecast expected costs for these needs several years in advance.

Responsible for planning, scheduling and promoting all district outreach activities to include but not limited to towns halls, nursing homes, fairs, employment fairs, college events and stand alone events.

Assists District Director in informing and training member communities about changes to Veterans laws and how it may affect their residents.

Conducts one on one outreach with all district assessors to ensure veterans and their dependents are receiving their proper property abatements according to M.G.L. c. 59, s5, clauses 22, 22A-22F on an annual basis.

Serves as a liaison to community Veterans clubs and associations within the district offering support and assistance to Veterans.

Oversees the implementation of the Veterans Tax Work Off program for district communities other than Greenfield, and assists those communities in the placement, supervision and tracking of Veterans participating in the program with the assistance of the Veteran Services Assistant.

Assumes primary responsibility for supervision of work study students. Designs work study plan which ensures students remain busy, productive and contribute to the overall well-being of the center. Assigns and gives students ongoing feedback about their work. Meets with work study students individually and collectively as needed.

As the District's certified National Service Officer, Deputy Director will assign, oversee and review all VA claim work done by the District staff and reports the outcomes to the Director.

Responsible for scheduling all staff activities outside the District's boundaries to ensure they are mission essential to the District, promote the District goals, and mitigates any scheduling conflicts with the Veterans' Services Assistant.

Minimum Qualifications:

Education and Experience: Bachelor's degree in business administration, social work, human services, or closely related field or minimum 5 years supervisory experience over Veterans and their dependents; plus three years experience working with diverse populations in the public sector in Veterans' benefits administration; or any equivalent combination of experience, training and education demonstrating the ability to perform the duties.

Knowledge, Ability and Skill:

Perform varied duties of a complex nature on a self-supervising basis requiring a high degree of judgment and initiative. Ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with supervisors, employees and the general public; ability to treat individuals with dignity, fairness, sensitivity and compassion; the ability to prepare and analyze comprehensive reports and data. Skill in management, analysis, organization, program coordination, advocating and planning activities or events. Must perform all aspects of job responsibilities with honesty and integrity.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with MUNIS, VSMIS, VETRASPEC, E-Benefits and other database programs, computer hardware and software applications.

Ability to obtain and apply a thorough knowledge of State and Federal laws pertaining to Veterans and their dependents. Develop a good working knowledge of the methods and principles of Veteran's benefits assistance, case work, administration, and available resources. Requires complete and frequent updating of knowledge of Federal and State laws regarding Veteran's benefits, wartime service and awards, and alternative public assistance laws.

Ability to plan, negotiate, and assume leadership in relations with community and governmental agencies, and in establishing and coordinating programs for Veterans.

Physical Requirements:

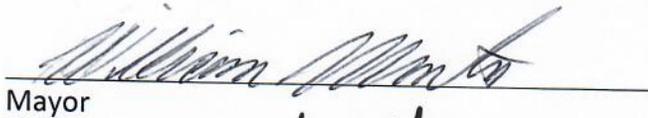
Hand-eye coordination is necessary to operate computers and various pieces of office equipment; employee is frequently required to talk or hear; sit; use hands and fingers; handle, feel or operate objects, tools, or controls; reach with hands and arms; to stand, sit or walk; ability to lift and or move up to 25 lbs. Vision abilities require close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Special Requirements: Must successfully pass CORI/SORI checks. Must be an honorably discharged veteran as defined by M.G.L. Ch. 115 and Ch. 4(7) (43) including wartime service. Must obtain and maintain certification by the Department of Veterans Services within six (6) months of appointment. Must be able to obtain VA accreditation as a National Service Officer within 18 months of appointment, and continue to maintain VA accreditation I.A.W 38 C.F.R. Section 14.632 to include required qualifying Continuing Education Units (C.E.U.) and required qualifying Continuing Legal Education (C.L.U.) Units. Preferred experience working with Veterans in relation to the VA G.I. Bill and other educational programs for veterans. Must have a valid Class D drivers license or/and a REAL ID drivers license/current passport for airline transportation requirements within the United States.

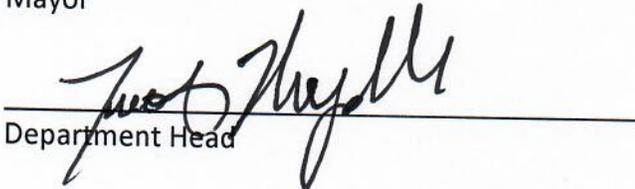
Approved:


Human Resources Director

11-18-19
Date


Mayor

Revision History: 11/19


Department Head