

POSITION DESCRIPTION

TITLE: VFW Department Service Officer

DEPARTMENT OF CONNECTICUT

DATE: 26 January 2010

NATURE OF WORK:

Manages the daily activities of the VFW Service Office of the Department of Connecticut at the Newington VA Regional Office. Implements the VFW National Veterans Service *Policy and Procedure* and Department programs concerning veterans' service. Manages a staff of two in providing professional veterans representation for fulfillment of federal, state and local government entitlements. Performs liaison with governmental agencies and provides assistance to the VFW National Veterans Service staff and accredited VFW service officers in policy matters pertaining to veterans' entitlements and benefits. Supervises and trains assigned service officers and staff to ensure professionalism and maintain proficiency. Supports the VFW's national and departmental training strategies for service officers as an instructor at training events. Responsible for recommending and implementing the Department budget for the veterans' services program.

TYPICAL DUTIES AND RESPONSIBILITIES:

Supervises the service office staff in the performance of their daily responsibilities, including assigning tasks, monitoring progress, and submitting required reports. Supervises the daily office procedures employing electronic case management and automation software applications, as required.

Maintains liaison with appropriate agencies concerning veterans' entitlements and benefits.

Provides advice and technical assistance on policy matters pertaining to those programs as they affect the mission. Attends regular meetings of Department, District, and Post. Performs liaison to local government agencies on veterans' legislative issues.

Develops, coordinates, implements, and maintains training programs for representatives within the Department.

Implements VFW's veterans' outreach programs to veterans' facilities and military installations within the Department.

Reviews and incorporates statutes, regulations, judicial decisions, and governmental directives to ensure that veterans' interests are articulated in accordance with VFW national mandates and the National Veterans Service *Policy and Procedure*. Attends conferences with the requirement to articulate VFW policies concerning the veterans' entitlements program.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Advanced human relations and management skills are required. This position requires knowledge of specific subjects to make the incumbent very authoritative in national veterans' affairs programs. This typically includes public speaking on a particular subject, and the incumbent may frequently be called upon for views on special veterans' issues. Thorough knowledge is required on conducting interviews, completing veterans' affairs forms, and understanding Title 38 United States Code, Title 38 Code of Federal Regulations, federal court decisions, and government statutes, regulations, directives, and publications.

Position requires a minimum of an Associates Degree or three years experience in the same or related field. It is necessary to have advanced knowledge of office equipment and particularly computers to include software applications, case management techniques, and other electronic applications used in a fully automated office.

Incumbent is required to be certified at the highest level as part of the Department of Veterans Affairs certification program, in accordance with the National Veterans Service Strategic Plan.

SCOPE OF POSITION:

Primary responsibility includes determining the proper application of laws, regulations, and policies pertaining to veterans' entitlements and coordinating internal and external staff resources to solve issues in the best interest of the claimant.

Position is under the direct supervision of the Department Commander and has supervisory responsibility for a staff of one professional veteran's representatives.

Incumbent assigns work priorities and reviews results. Recommends hiring, disciplinary actions, promotions, and prepares performance appraisals.

Conducts and supervises training for all staff. This includes participation in the development and implementation of the VFW's Training Strategy for the National Veterans Service and acting as an instructor in various training conferences in implementation of that strategy.

Typical contacts are with members of the veterans' community, the VFW National Veterans Service staff, VFW Department Service Officers, representatives of the Department of Veterans Affairs, and other legislative and federal/state agencies through written and oral communications 100% of the time.

Incumbent participates in the development of the Department Service Office annual budget.

WORKING CONDITIONS:

Position functions in a typical office environment approximately 85% of the time. Domestic and local travel is required approximately 15% of the time to participate in conferences and training programs, veterans affairs hearings, staff meetings, visits to military installations, and National Veterans Service and Department meetings, as directed.

MAJOR ACCOUNTABILITIES:

Ensures the efficient and professional operation of the Department Service Office. This could include functioning as a VFW "test site" whenever the Department of Veterans Affairs is developing advanced claims processing initiatives, especially those on electronic claims processing programs and software applications.

Implements an outreach program to veterans, VA agencies and active military facilities, as pertinent, in the Department of Connecticut in support of claims processing for claimant entitlements.

Implements the National Veterans Service Training Strategy goals and objectives for the staff of the Department of Connecticut.

May perform as an instructor at National Veterans Service training conferences and seminars; trains staff to do likewise.

Responds to, and resolves, VFW Tactical Assessment Center incident reports, including interaction with the inquirer. Provides guidance in the completion of all actions associated with each incident report.

The above duties are both general and specific in nature and are not intended to reflect all of the duties that may be required of the incumbent.

APPLICATION:

All persons interested please forward a resume and cover letter to the Department Commander at the following:

William A. Hornok

Email: wildbillodsvet@sbcglobal.net

Or mail to 268 Colonel Ledyard Highway, Mystic, CT. 06355-1136

Closing date: 22 February 2010

NOTE; NOT A VFW MEMBER? ANY COMBAT VETERAN NOT A MEMBER SHOULD APPLY, AND YOUR ELIGABILITY WILL BE VERIFIED.

(1/2010)