

DEFINITION

This is professional work which involves counseling and assisting military veterans and their dependents or survivors. Work involves assisting and advising claimants in their pursuit of benefits from the US Department of Veterans Affairs (VA) and other agencies. Duties include studying and explaining State and Federal veterans legislation, regulations and procedures, consulting with medical care providers, preparing veterans benefit claims, and consulting with other government agencies to ensure that their clientele are receiving the maximum level of assistance and benefits to which they are entitled.

EXAMPLES OF WORK PERFORMED. (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in this position).

- Interviews veterans and their dependents, reviews the veterans' military, social and medical history to gather accurate information pertinent to the claim.
- Assists claimants in the preparation of necessary forms for benefits such as compensation, pension, insurance, education and hospitalization.
- Corresponds and consults with other Veteran Service Officers and appropriate entities relative to background information which may materially affect the applicants' benefit entitlements.
- Consults with medical care providers concerning specific benefits to which veterans or their dependents may be entitled and assists the individuals in obtaining these benefits.
- Advises claimants regarding other benefits to which they may be entitled, including social security, vocational rehabilitation and other forms of public assistance.
- Maintains liaison with, and delivers speeches to, veterans' organizations and other interested groups to ensure public awareness of available benefits and assistance.
- Performs other related work as necessary to ensure expedient delivery of benefits.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ø Working knowledge of the benefits and services available to veterans and their dependents, and of State and Federal laws and regulations.
- Ø Knowledge of the principles and methods of interviewing.

- Ø Knowledge of available community resources and agencies, both public and private.
- Ø Ability to establish and maintain effective working relationships with veterans and their dependents, community organizations, and the general public.
- Ø Ability to explain Federal and State veterans' legislation.
- Ø Ability to operate standard office equipment such as a calculator, computer, typewriter etc. for use in the preparation of forms, reports and necessary correspondence.
- Ø Ability to express ideas clearly, in written or oral form.

MINIMUM QUALIFICATIONS

Must be a veteran as defined in South Dakota Codified Law 33-17-1 & 33-17-2.