

VETERANS ASSISTANCE SUPERVISOR

KIND OF WORK

Supervisory veterans assistance work.

NATURE AND PURPOSE

An employee in this class supervises the activities of the Claims Division or Veterans Benefits Division of the Department of Veterans Affairs. These activities involve the administration of financial aid to qualified persons under state or federal Veterans Assistance Statutes for veterans and their dependents. Responsibilities include publicizing of information on changes in existing as well as new veterans benefits.

Work is subject to general review by the commissioner for compliance with major department policy.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Attends meetings of veterans' organizations to explain the rights of veterans and their dependents under the federal war benefits acts and under state statutes.

Determines eligibility of applicants for aid through the Educational Fund.

Directs the dispensation of state relief funds available for veterans and their dependents who are in need.

Prepares and presents claims for benefits on behalf of veterans to the State Legislature.

Directs the dissemination of information regarding federal or state veterans' benefits to County Veterans Service Officers and the general public.

Determines eligibility of applicants for emergency hospital care.

Holds conferences with Veterans Administration officials to obtain information on revised policies and procedures of that agency.

Assists other employees with difficult claims.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Thorough knowledge of federal and state legislation relating to benefits for veterans and their dependents.

Thorough knowledge of policies and procedures of the Veterans Administration and the Department of Veterans Affairs.

Working knowledge of the policies and procedures of related social agencies.

Some knowledge of the symptoms and occupational consequences of common diseases and ailments.

Ability to:

Ability to plan, supervise and coordinate the work of others.

Ability to analyze and interpret regulations and legal evidence.

Ability to maintain records and write clear, concise reports.

Ability to establish and maintain effective relationships with employees, veterans and the general public.

Est.: 2/44  
Rev.: 10/69  
Ckd.: 12/92

T.C.:  
Former Title(s):