

VETERANS CLAIMS REPRESENTATIVE

KIND OF WORK

Professional assistance to veterans and their dependents.

NATURE AND PURPOSE

An employee in this class has responsibilities in one of two areas: to prepare and to verify all medical, social financial or personal evidence necessary in the presentation of a claim, and to present, on behalf of veterans/dependents, claims for benefits to the U.S. Veterans Administration Adjudication Board or, if necessary, to the National Board of Appeals; or to supervise and participate in the assembly and verification of supporting evidence accompanying the request for financial assistance as well as making the final decision to approve or disapprove the request, and to supervise and train Veteran Assistance Officers 1 and 2.

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

Obtains required evidence of disability through personal interviews with claimants, physicians, veterans' families and other involved persons or through correspondence or analysis of official records.

Formally presents veterans claims with the necessary supporting evidence before the Veterans Administration, the V.A. Adjudication Board, local appeal boards and the National Board of Appeals.

Maintains close liaison through correspondence and telephone contacts with other veteran organizations to obtain information necessary for presentation of a veterans claim.

Informs claimants of the facts which must be established before compensation, insurance, hospitalization, out-patient treatment and similar assistance can be granted.

Consults with physicians and other medical authorities with respect to medical disabilities claimed by veterans.

As a member of the department's Eligibility Board, determines eligibility and amount of financial assistance for disabled veterans.

Supervises and instructs veterans assistance officers in securing evidence through field investigations or preparation of budgets in accordance with authorizations by the Eligibility Board.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

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

Thorough knowledge of the policies and procedures of the U.S. Veterans Administration as well as various social welfare agencies.

Considerable knowledge of the symptoms and occupational consequences of diseases and disabilities.

Ability to:

Ability to analyze and interpret regulations.

Ability to obtain evidence and to assemble the information received so as to meet the requirements of laws and regulations relating to eligibility.

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

Ability to analyze, appraise and organize facts, evidence and precedents concerned, and to prepare such materials in clear and logical form for oral and written presentation.

Ability to apply rules, and policies in determining the eligibility for financial assistance.

Ability to supervise and train employees.

Est.: 11/71
Rev.: 4/77
Ckd.: 12/92

T.C.:
Former Title(s):