

## VETERANS CLAIMS REPRESENTATIVE SENIOR

### KIND OF WORK

Professional assistance to veterans and their dependents.

### NATURE AND PURPOSE

An employee in this class serves as a senior resource person has responsibilities 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

At the Senior level, the employee independently presents veterans claims at hearings. The Veterans Claims Representative Senior may also oversee and assist Veterans Claims Representatives at their hearings. Responsibilities include providing lead work and/or training to other professional staff.

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.

Review decisions rendered by the (USDVA) on behalf of clientele for completeness and accuracy in accordance with U.S. VA regulations, General Counsel Precedents, and Court of Appeals for Veterans Claims Case Law.

Advise clients and County Service Officers of necessary documentation and evidence needed for a claim to be decided in favor of a client before the USDVA.

Manage pending cases by use of a computer database ensuring the MN Department of Veterans Affairs (MNDVA) is taking necessary action in developing and adjudicating the client's claims in a timely professional manner.

Review and utilize professional medical text for assistance in advocating veteran's disabilities before the USDVA as it relates to USDVA laws and regulations and in support of consultations with medical physicians of various specialties in obtaining supportive and favorable medical opinions that assist clientele.

Advocate, inform and counsel veterans, veteran's dependents, and County Veterans Service Officers of USDVA Compensation and Pension benefits, USDVA Health Care benefits, USDVA Education benefits, USDVA Insurance benefits, and USDVA Home Loan benefits.

Present oral arguments in accordance with USDVA rules and regulations, General Counsel Precedents, and Court of Appeals of Veteran's Claims case law in cases that are appealed to the local USDVA Decision Review Officer in the capacity as the client's representative. Using the aforementioned; prepare written arguments, facts, and evidence that are favorable to the veteran for claims that need to be presented to the Board of Veteran's Appeals.

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.

Est.: 2/04  
Rev.:  
Ckd.:

T.C.:  
Former Title(s):