

OUTREACH SERVICES ADMINISTRATOR

GENERAL STATEMENT OF DUTIES: Represents the Department of Veterans Services in facilitating community access to veterans support services. Assists veterans with the formal VA claims process; Represents Department at speaking engagements and on various committees upon direction of Director or Deputy Director; Develops and implements presentations, departmental policies and programs; May provide oversight and direction to staff; Exercises independent judgment; Works under the direction of the Director and Deputy Director.

STATEMENT OF DUTIES:

Assists Veterans with the formal VA claims process;
Plans, organizes and administers presentations to engage community, service providers, veterans and dependents regarding potential benefits;
Develops and maintains ongoing, positive relationships with agencies and community service providers in Genesee County which provide desired services for veterans;
Evaluates needs and collaborates with individuals, institutions, voluntary agencies and/or other governmental agencies to implement services;
Develops networking function with key agencies and the Genesee County Department of Veterans Services;
Establishes and administers outreach activities that include home visits to severely disabled or infirm veterans/dependents to assist with VA claims and the necessary follow up actions;
Develops, plans and administers regular, monthly activities;
Represents Department while working with other governmental and voluntary agencies and with the private sector concerning veterans' services;
Provides oversight and direction to staff, as assigned;
Perform other duties assigned by the Director and Deputy Director.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Knowledgeable in the Department of Veteran's Affairs claims processing;
Knowledgeable in State, Federal, and County Laws relating to veterans and veterans programs and veterans claims work;
Knowledgeable in community veteran's outreach services;
Knowledge of computer programs and software as it relates to making presentations and filing claims;
Ability to show compassion and be receptive to the needs of veterans and dependents;
Ability to counsel veterans and work well with related agency personnel
Ability to attend work regularly and work under stressful conditions;

MINIMUM QUALIFICATIONS

Bachelor's degree and five (5) years' experience providing service and/or counseling to veterans.

OR

Veterans who have an honorable discharge from active duty **AND** Accredited by the Veterans Administration for submitting claims with two (2) years' experience preparing and submitting claims to the State Veterans Organization/Department of Veterans Affairs



Human Resources Director

Established: March 14, 2014
Revised: August 4, 2014
Revised: March 15, 2016