

**WASHINGTON COUNTY**  
Job Description

**JOB TITLE: Director of Veterans Affairs**

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Exempt (Y/N): Yes

DEPARTMENT: Veterans Service Office

DATE REVISED: August 2012

SUPERVISOR: Chief of Staff

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**SUMMARY:**

The incumbent under the general supervision of the Chief of Staff of the County Judge conducts interviews, advises and assists veterans and dependents in preparing claims for disability compensation, death or injury, insurance, pensions, education benefits, rehabilitation training, medical care, burial, home loans, debts/waivers, and other claims which may be applicable under federal, state and local laws. The position is jointly administered by Washington County and the Arkansas Department of Veterans Affairs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Interview veterans and/or dependents. Advise them of programs and services for which they may be eligible through the U.S. Department of Veterans Affairs or certain other military-related government agencies.
2. Obtain claimants' limited power of attorney.
3. Prepare claim forms and related documents for completeness and accuracy to insure adequacy for purpose, said purpose may be for compensation, pension, insurance, educational assistance, vocational training, dependents benefits, hospitalization, burial, discharge reviews, retirement claims, and loan guarantees.
4. Assist claimants in obtaining any and all relevant medical records, eye-witness statements or any other evidence which may prove relevant to their claim.
5. Study medical records and service history to find necessary proof, and evaluate validity of claim.
6. Interpret and apply the pertinent laws and regulation applicable to the claim. Research any necessary precedents.
7. Write and submit the initial claim in a manner acceptable to the U.S. Department of Veterans Affairs.
8. Assist claimant for however long his claims is adjudicated, quite possibly several years, through one or all the processes of: decision on claim at the regional level; appeal to the Board of Veterans Appeals in Washington, D.C.; and appeal to the U.S. Court of Appeals for Veterans Claims in Washington, D.C.; plus other possible intermediate steps.
9. If claimant requests a hearing at the regional level, advise the accompanying service office of any information pertinent to the case that may not be readily gleaned from the record.
10. If claimant wishes to continue the claim before the Board of Veterans Appeals, prepare a special

brief for submission.

11. Take care to see that all paperwork is submitted in a timely manner so that the claim does not expire.
12. Realizing claimants may become frustrated with the slow claims process, be prepared to listen to and attempt to alleviate their irritation in a professional manner.
13. When appropriate, refer clients to other agencies which may assist them.
14. Make hospital, nursing home or home visits when needed.
15. Provide information to the public as requested.
16. Perform all duties in a manner acceptable to the Arkansas Department of Veterans Affairs, including submitting a monthly activity report.
17. Attend meetings and classes necessary to meet the requirements of the Arkansas Department of Veterans Affairs, including quarterly meetings for veterans service officers, as well as other occasional appropriate functions, at the VA Medical Center, Fayetteville. Attend public ceremonies or celebrations held specifically in honor of veterans.
18. Oversee an annual flag education program to all fifth grade classes in the county where requested, utilizing materials provided jointly by the Arkansas Department of Education and the Arkansas Department of Veterans Affairs.
19. Perform related duties, which include composing correspondence on word processor, photocopying, filing, FAX documents, and attend to incoming or outgoing mail.
20. Maintain office files in an accurate and efficient manner.
21. Maintain adequate supplies for the office. Reorder as necessary.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. At some point within the first several week of beginning the job it will be required to attend several days training at the Arkansas Department of Veterans Affairs, North Little Rock, the dates to be scheduled at the Offices' convenience. Cost of travel, meals and lodging will be reimbursed. It will be further required to return to that office within one year of beginning the job to take a written examination on veterans and dependents benefits and claims procedures. There are also mandatory semi-annual training sessions scheduled by the Arkansas Department of Veterans Affairs. In view of both the foregoing and other travel requirements listed in this job description, the incumbent must own an automobile, possess a current driver's license, and have adequate driving skills.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

In accordance with the rules of the Arkansas Department of Veterans Affairs, the incumbent must be either an honorably discharge veteran, or the wife or widow of such a veteran. The incumbent must have a minimum of at least two years college credits and five years of previous related experience in the public sector and two years of management experience.

**OTHER SKILLS and ABILITIES:**

The incumbent must possess good written and verbal communication skills and interpersonal skills. It is necessary to develop and maintain an extensive and accurate knowledge of all laws and regulations pertinent to the administration of veterans benefits. The incumbent must also develop and maintain a basic knowledge of current medical terminology, procedure and practice. Good organizational skills for prioritizing workloads, as well as basic computer literacy and a knowledge of general office machines such as calculator, photocopier, FAX, and printer, are required. Must be self-supervising. Position sometimes requires contact with severely physically and/or emotionally disabled persons.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, and use hands to finger, handle, or feel objects. The employee must occasionally walk, reach with hands and arms, and kneel or crouch. The employee must occasionally lift and/or more up to 25 pounds. Specific vision abilities required by this job include the ability to adjust focus and close vision.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the typical work environment is moderate to moderate.