

Town of North Reading Job Description

POSITION TITLE: Director of Veterans' Services

DEPARTMENT: Veterans' Services

REPORTS TO: Director of Public Services

HOURS: 35 hours per week (Monday – Thursday 8am-4pm, Friday 8am-1pm; some evening, weekend and holiday hours required including Memorial Day and Veterans' Day)

JOB SUMMARY: The Director of Veterans' Services is responsible for determining eligibility and administering state benefits in accordance with Chapter 115 of the Mass General Laws (MGL) and Title 108 of the Code of Massachusetts Regulations (CMR) to Veterans and their families. Prepares and submits federal claims through the Veterans Benefits Administration. Assists and prepares documents for an array of local, state benefits and supportive services. Coordinates programs and events to honor our Veterans and Military. Advocates for Veterans in a variety of situations. Serves the Veterans community with compassion, empathy, diplomacy, tact and maintains strict confidentiality.

ESSENTIAL DUTIES AND RESPONSIBILITIES

STATE BENEFITS: Understanding of state guidelines related to veterans' benefits to include MGL Ch. 115 and 108 CMR. Administers Ch. 115 state benefits to qualified veterans and family through evidence gathering and application processing, monthly payments.

SUPPORTIVE SERVICES: Advises and guides veterans on a daily basis, providing case management as necessary. Works with local, state and federal agencies to arrange supportive services to include mental health, hoarding, substance abuse, suicide prevention and homelessness. Assists with permanent housing through state (section 8) and federal (VASH) voucher assistance. Assists with state and local applications for SNAP, Fuel Assistance, Food Pantry, clothing/furniture donations, equipment for medical needs, Social Security, Social Supplemental Income (SSI), Mass Health, and Medigap Plans, filing state annuity claims for qualified individuals, war bonuses, and welcome home bonuses.

Coordinates with local police, fire, elder services, health department, Mystic Valley Elder Services, supportive services for veterans' families (SSVF), housing authority, masons, mission of deeds, hotels for homeless vets, VA medical center, local nursing homes, soldiers homes, assisted and long term care facilities, funeral directors and families. Visitations to hospitals, rehabs, and nursing homes as required. Coordinates with social worker and facilities for those being discharged in need of assistance in their homes.

FEDERAL BENEFITS: Understanding of federal guidelines in Title 38 of the Code of Federal Regulations (CFR). Assists eligible veterans and families filing for VA medical care, Disability Claims, unemployability and Education assistance, Pension Claims, Survivors' Dependency and Indemnity Compensation (DIC) Claims for qualified surviving spouses, Aid and Attendance

Claims, death benefit claims, and military marker claims. Files supplemental claims and appeals. Assists in acquiring discharge documents and filing request for military records and upgrades on discharges. Filing for Housing and Vehicle grants for qualified Veterans who are totally disabled. Research is a major requirement for filing federal claims.

OUTREACH: Provides outreach services and informational sessions regarding benefits and services through meetings, website, email, newspaper, mail, and social media.

TRAINING AND ADMINISTRATIVE DUTIES: Attends MA Veterans Services (EOVS) trainings and passes exam to become a certified veterans' agent with 6 months of appointment, maintains certification through yearly regular trainings and exams thereafter. Meetings with veterans' service officers, the North Reading Veterans Events Committee and Social Services Action Team, Select Board Meetings and Town Meetings as required. Prepares reports as requested by state and town officials; prepares and administers the department's annual budget; accepts and processes gifts; manages accounts payable, payroll, and purchasing for the department. Supervises part-time administrative assistant.

EVENTS AND CEREMONIES: Plans, coordinates and directs activities and events including Veterans' Day Program, Annual Veterans' Dinner, Purple Heart Day with the Veterans' Events Committee. Supports North Reading Minit and Militia with Memorial Day ceremony and parade preparations. Requests military presence as need for programs and events. Presents events for veterans that will include the community at large (ex: yearly ceremonies).

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

- Must be an honorably discharged Veteran as defined in MGL Ch.4, Section 7, Clause 43
- High School Diploma or equivalent (Bachelor's Degree preferred)
- Three or more years' of experience in business administration, health science, social work, or other related field.
- Must possess a valid driver's license and reliable transportation

SKILLS: Excellent customer service skills, excellent oral, public speaking, written, and listening skills. Excellent ability to multi task, organize, maintain records. Strong Computer skills to include Microsoft Office, Outlook, Excel, PowerPoint, Website. Strong mentoring and organizational skills.

ABILITIES: Ability to problem solve difficult situations in a tactful manner. Ability to maintain strict confidentiality and have compassion and empathy for Veterans without being judgmental.

Ability to develop effective working relationships with veterans, local, state and federal officials, service providers, and the general public. Ability to assess the needs of veterans and coordinate appropriate services and programs to accommodate those needs. Ability to work independently and as part of a team and to promote those traits in others. Ability to communicate effectively and persuasively, orally and in writing.

KNOWLEDGE: General knowledge of military service and the impacts it can have physically and mentally on our service members and their families. Knowledge of federal, state, and local resources available for veterans. Working knowledge and understanding of local government operations. General knowledge of medical terminology is a plus. General knowledge of programs to include Munis, Vetra Spec, On Base Program, Military Records Programs is a plus.

Physical Requirements			
<u>PRIMARY</u>		<u>COGNITIVE AND SESNORY RQUIREMENTS:</u>	
LIFT up to 10 lbs:	Occasionally required	Talking:	Necessary for communicating with others.
LIFT 11-25 lbs.:	Occasionally required	Hearing:	Necessary for receiving instructions and queries.
LIFT 26-50 lbs.:	Not required.	Sight:	Necessary to perform job effectively and correctly
LIFT over 50 lbs.:	Not required.	Tasting & Smelling:	Not required.
CARRY up to 10 lbs.:	Occasionally required.		
CARRY 11 to 25 lbs.:	Occasionally required.		
CARRY 26 to 50 lbs.:	Not required.		
CARRY over 50 lbs.:	Not required.		
REACH above shoulder height:	Occasionally required.	<u>Other Physical Considerations</u>	
REACH at shoulder height:	Frequently required.	Twisting:	Occasionally required
REACH below should height:	Occasionally required.	Bending:	Occasionally required
PUSH/PULL:	Occasionally required.	Crawling:	Not required.
		Squatting:	Occasionally required
		Kneeling:	Rarely required

<u>DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:</u>		Crouching:	Rarely required
		Climbing:	Occasionally required
<u>Consecutive Hours</u>		Balancing:	Not required.
Sit:	1 2 3 4 5 6 7 8 - Varies Daily		
Stand	2 2 3 4 5 6 7 8 - Varies Daily	<u>HAND MANIPULATION</u>	
Walk	3 2 3 4 5 6 7 8 - Varies Daily	Grasping:	Frequently required
		Handling:	Frequently required
<u>Total Hours</u>		Torquing:	Frequently required
Sit	1 2 3 4 5 <u>6</u> 7 8	Fingering:	Frequently required
Stand	<u>1</u> 2 3 4 5 6 7 8		
Walk	<u>1</u> 2 3 4 5 6 7 8		
<u>Controls and Equipment:</u> Computer, telephone, copy and facsimile machines. <u>Work Surfaces:</u> Standard office desk and chair; computer work station; tile, carpet, cement floor; table; outdoor or indoor podium			