

## **Job Description: Part-Time Assistant County Veteran Service Officer**

**Position Title:** Part-Time Assistant County Veteran Service Officer (VSO)

**Department:** Veterans Services

**Location:** Madison County Court House

**Reports To:** Director of Veterans Services Department, County Judge

### **Position Overview:**

The Part-Time Assistant County Veteran Service Officer (VSO) is responsible for providing comprehensive support and advocacy to Veterans, their dependents, and survivors within Madison County and surrounding areas as needed. This role includes assisting Veterans with the preparation, submission, and management of claims for benefits through the Department of Veterans Affairs (VA) and other government agencies. The Assistant VSO will work collaboratively with the Supervising VSO and administrative staff to ensure that Veterans receive the benefits and services to which they are entitled.

The Assistant VSO will also play a key role in expanding services to Veterans by assisting with resource and information collaboration and sharing.

### **Key Responsibilities:**

- **Claims Assistance:**
  - Assist Veterans, their dependents, and survivors in preparing and filing claims for VA benefits, including compensation, pension, education, and health care benefits. As well as Survivors benefits and burial reimbursement. We also assist with local nursing home to obtain honor guards for military funerals as well as head stones and foot stones for our Veteran at no charge to the family.
  - Provide guidance on the documentation required for claims and ensure all necessary evidence is gathered and submitted.
  - Follow up on the status of claims and appeals, providing updates to Veterans and ensuring timely processing.
- **Benefit Counseling:**
  - Educate veterans and their families on the full range of benefits available to them, including VA benefits, state benefits, and local resources.
  - Conduct interviews with Veterans to assess their needs and determine eligibility for various programs.
- **Advocacy:**
  - Advocate on behalf of Veterans, ensuring their rights are upheld and their needs are addressed by the VA and other government agencies.
  - Assist in the preparation and presentation of appeals to the VA and other appropriate bodies.
- **Outreach and Education:**
  - Conduct outreach activities to raise awareness of available services and benefits within the veteran community.
  - Develop and maintain relationships with Veteran organizations, community groups, and other stakeholders.
- **Record Keeping:**
  - Maintain accurate and confidential records of all interactions with Veterans, including claims filed, benefits received, and other services provided.
  - Ensure compliance with all applicable laws and regulations regarding Veteran records.

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- **Administrative Support:**
  - Work in conjunction with the administrative assistant to manage the daily operations of the VSO office, including scheduling appointments, managing files, and handling correspondence. As well as planning Veteran events and coordinating Veteran outreach at local events.

### **Qualifications:**

- **Education:**
  - High school diploma or equivalent required.
- **Experience:**
  - Prior experience working with Veterans and/or in a related field is highly preferred.
  - Experience with VA claims processing and an understanding of VA benefits and services is a plus.
  - Ability to use Outlook calendar and to run administrative duties.
  - Veteran applicants take priority.
- **Skills and Abilities:**
  - Strong interpersonal and communication skills, with the ability to work compassionately and effectively with veterans and their families.
  - Knowledge of VA benefits, claims procedures, and relevant laws and regulations.
  - Excellent organizational skills with the ability to manage multiple tasks and priorities.
  - Proficiency in computer applications, including word processing, spreadsheets, and database management.
  - Ability to work independently and as part of a team.
- **Other Requirements:**
  - Must successfully complete required training and certification programs for Veteran Service Officers.
  - 20 hours a week min per Texas Veterans Commission Requirements.
  - Ability to travel within the county and surrounding counties to assist Veterans in need

### **Hours and Compensation:**

- **Position Type:** Part-time/ NO Insurance benefits other than retirement.
- **Hours:** Flexible; approximately 20-25 hours per week, with some variability depending on office needs and outreach activities.
- **Hourly:** Commensurate with experience and proper accreditation to file claims
- Starting pay: NEGOTIABLE.

This role is an excellent opportunity for a dedicated individual to make a meaningful impact in the lives of Veterans and their families while contributing to the growth and success of the Madison County Veterans Services Office and Madison County as a whole.