

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
VETERAN'S BENEFITS SPECIALIST

DEFINITION

Performs professional level work counseling veterans, military members, and/or dependents regarding veteran's benefits, available public assistance, claim procedures, beneficiary information, and eligibility status; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Conducts interviews with veterans and their dependents and reviews background data on current medical and financial history to obtain information needed to determine eligibility for Federal/State veterans benefits; provides explanation and interpretation of laws/regulations for services available to veterans/dependents.

Evaluates information to determine potential eligibility of clients for benefits from related programs (e.g., Social Security, welfare and vocational rehabilitation), identifies client problems and provides solutions to material, financial, medical and social needs within framework of the program and agency guidelines.

Prepares or assists in the preparation of claims packages for veterans and their dependents seeking disability, education, medical, and related benefits; completes claim forms and ensures proper certification of related documentation based upon the Department of Veterans Affairs (VA) laws and regulations; assists in developing formal appeals of VA claims decisions and appears/presents oral arguments on the claimant's behalf at VA appeal hearings.

Prepares, maintains and monitors beneficiaries claim file to ensure continual receipt of VA benefits, prepare annual verification of VA pension eligibility, and report unusual medical/other expenditures. Consults with technical experts to determine specifics related to eligibility standards and application requirements for Federal and State veterans benefits.

Serves as program/benefits representative in a designated geographical area; develops and/or presents informational speeches, benefits awareness fairs, programs, and problem-solving sessions to increase awareness of veterans benefits and programs; responds to veterans, dependents, legislators, and veterans service organizations regarding benefit questions.

Performs specialized informational and administrative tasks for applicants and residents of State veterans homes, private nursing homes and patients in both VA and community hospitals.

COMPETENCIES REQUIRED

Comprehensive knowledge of Federal and State military service-related legislation.

Comprehensive knowledge of the application and appeal processes for veterans compensation-related programs and benefits.

Ability to conduct interviews with veterans and their dependents/families to obtain accurate and complete information (e.g., medical, financial, educational and other benefits) to determine eligibility based on law, policy and regulation.

Ability to analyze and interpret military, social service, and medical records to establish entitlements to service-related benefits.

Ability to prepare for and present veterans' issues and explain claims and appeals.

Ability to perform community outreach activities such as public speaking, conducting problem-solving sessions, and recruiting.

Ability to interpret and explain federal and state benefits, programs, and legislation to interested groups and potential benefit recipients.

Ability to operate computer hardware and software including data entry and word processing.

Ability to establish and maintain effective communications and working relationships with other employees, veterans, military personnel, dependents, organizations, government agencies and the general public.

Ability to exercise good judgment in appraising situations and independently making decisions.

Ability to prepare reports and make program recommendations.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university;

OR

possession of a high school diploma or GED certificate and four or more years of professional or technical experience involving public contact in the areas of business, public or personnel administration, social services or a military service program;

OR

an equivalent combination of education and experience substituting one year of the required experience for each thirty semester hours or one year of the required education up to a maximum of four years;

OR

graduation from the Iowa Certified Public Manager Program may substitute for one year of education or one year of experience.

Effective Date: 7/06 SH