

VFW DEPARTMENT OF NEW MEXICO

JOB DESCRIPTION FOR DEPARTMENT SERVICE OFFICER TITLE: VFW DEPARTMENT SERVICE OFFICER

SALARY: To be determined by the Council of Administration

DEPARTMENT: NEW MEXICO

NATURE OF WORK: Manages the daily activities of the VFW Service Office of the Department of New Mexico at the VA Regional Office, Albuquerque NM. Provide administrative and clerical support doing claims and appeal processing at the VFW Office at the VA Regional Office, Albuquerque NM. Maintain and generate monthly National Service Office reports and daily staff attendance records. Implements the VFW National Veterans Service Policy and Procedure and Department programs concerning veterans' service. Manages a staff of one Claims Consultant in providing professional veterans representation for fulfillment of federal, state and local government entitlements.

TYPICAL DUTIES AND RESPONSIBILITIES: Assist veterans' and their dependents and surviving spouses in preparations, development, submission and review of ratings on claims for veterans' entitlement and benefits to the Department of Veterans Affairs (VA). Assist veterans, their dependents and surviving spouses in filing appeals to the U.S. Department of Veterans Affairs. In this regard, reviews veterans' claims folders, develop issues for use in the appellate process, conduct the VFW Outreach Programs to military installations and VA medical centers, and counsels' veterans on government entitlement. Supervises and trains assigned Post Service Officers and staff to ensure professionalism and maintain proficiency. Responsible for recommending and implementing the Department budget for the veterans' service program. Processes inquiries from the veterans' community concerning veterans' benefits. Ensure that the appropriate forms are accurately and timely submitted. Monitors claim progression, reviewing decisions to determine appropriate courses of action to resolve unfavorable decisions. Researches and develops appeals through coordination, outside agencies, and expert witnesses. Prepares statements on behalf of the veteran's claim or appeal. Assists the veteran in obtaining medical opinions from attending physicians and other health care professionals. Reviews and incorporates statutes, regulations, judicial decisions and governmental directives to ensure that veterans' interest are articulated in accordance with VFW national mandates and the National Veterans Service Policy and Procedure. Supervises the service office staff in the performance of their daily responsibilities, including assigning tasks, monitoring progress, and submitting required reports. Supervises the daily office procedures employing electronic case management and automation software applications, as required. Attends regular meetings of the Department, District and Post. Performs liaison to local govern agencies on veterans' legislative issues. Attends conferences with the requirement to articulate VFW policies concerning the veterans' entitlement program.

KNOWLEDGE, SKILLS AND ABILITIEIS REQUIRED: Advanced human relations and management skills are required. This position requires knowledge of specific subject to make the incumbent very authoritative in national veterans' affairs programs. This typically includes public speaking on a particular subject, and the incumbent may frequently be called upon for views on special veterans' issues. Thorough knowledge is required on conducting interviews, competing veterans affairs forms and understanding Title 38 United States Code, Title 38 Code of Federal Regulations (CFR), federal court decisions and government

statutes, regulations, directives and publications. Position requires a minimum of an associate degree or three years' experience in the same or related field. It is necessary to have advanced knowledge of office equipment and particularly competes to include software applications, case management techniques and other electronic applications used in a fully automated office. Position requires VFW accreditation with the Department of Veterans Affairs, in accordance with the National Veterans Service Policy and Procedure and successful completion of the Veterans Benefits Administration (VBA) Training, Responsibility, Involvement and Preparation of claims (TRIP) test. Incumbent will, each year, be required to take re-certifications tests to monitor their proficiency in the laws pertaining to veterans' benefits.

SCOPE OF POSITION Primary responsibility to includes determining the proper applications of laws, regulations and policies pertaining to veterans' entitlements and coordinating internal and external staff resources to solve issues in the best interest of the claimant. Position is an appointed position by the Department Commander, and is under the direct supervision of the Department Adjutant, and the incumbent has supervisory responsibility for a staff of 1 professional Claims Consultant. Incumbent assigns work priorities and reviews results. Recommends hiring, disciplinary actions, promotions and prepares performance appraisals. Typical contacts are with members of the veterans' community, the VFW National Veterans Service staff, VFW Department Officers and representatives of the U.S. Department of Veterans Affairs (VA), through written and oral communications 100% of the time.

WORKING CONDITIONS: Position functions in a typical office environment approximately 95% of the time. Domestic and local travel is required approximately 5% of the time to participate in conferences, twice a year, conventions and training programs, veterans affairs hearings, staff meetings, and National Veterans Service and Department meetings, as directed. The above duties are general in nature, and may have other duties as directed by the Department Commander, the Department Council of Administration and the Department Adjutant.