

DIRECTOR OF VETERAN'S SERVICES

DEFINITION

Under the policy direction of the Town Manager, the supervision of the Director of Community Services, and in concert with Massachusetts General Laws and the Rules and Regulations of the United States Department of Veterans Affairs, perform administrative and social service work providing and coordinating the operations of Veterans' Services.

ESSENTIAL FUNCTIONS

- Direct and coordinate the administration of various veterans' benefits available to veterans, their survivors, and dependents, including pensions, compensation, health and hospitalization benefits, home loans, education, burial and other benefits available under the General Laws.
- Assist veterans in preparing applications for assistance; interview veterans and dependents; counsel them on appropriate services and agencies available to them.
- Receive applications for veterans' benefits; direct investigations of the necessities and qualifications of the claimant; determine the extent of requested assistance; authorize payments. Maintain all related records, warrants, payrolls and reports as required by statute and the Town.
- Make personal visits to claimants unable to visit the office; arrange transportation for disabled and ill veterans to and from hospitals or health care providers.
- Organize and coordinate memorial activities for veterans including but not limited to, Veteran's Day ceremonies and the Memorial Day Parade; serve on Patriotic Holiday Committee.
- As Graves Registration Officer and Burial Officer maintain accurate records of all deaths of Andover veterans and arrange and/or pay for the burials of indigent veterans.
- Perform related duties as required.

OTHER DUTIES

- Participate in professional organizations and keep abreast of changes in state and federal laws regarding veterans' benefits.
- Perform other duties as may be assigned.

MINIMUM QUALIFICATIONS

Skills, Knowledge and Abilities

- Thorough knowledge of state and federal laws pertaining to veterans and their dependents.
- Working knowledge of the methods and principles of veterans' benefits assistance, casework, administration and available resources.
 - Ability to communicate effectively both orally and in writing; to establish positive public relations for the Town, department and/or division; and to interact effectively with a wide

variety of people.

- Ability to establish effective working relationships with applicants, recipients, other agencies and the general public.
- Skill in interviewing and counseling others.
- Ability to treat individuals with sensitivity and compassion.
- Ability to establish and maintain records pertaining to veterans and other matters.

Education and Experience

Duties require a Bachelor's degree with two years' prior case management experience preferred, or five years' experience in human services case management or a combination of equivalent experience. Knowledge of laws pertaining to veterans and their dependents and methods of veterans benefits assistance. Must be a veteran per MGL Chapter 4 Section 7 and have a valid driver's license or the ability to obtain one.

PHYSICAL ELEMENTS

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- May spend extended period of time driving to visit clients or transport them to medical centers.
- May spend extended periods of time on the telephone or operating other office machines requiring hand-eye coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.

FLSA Status: Exempt

Grade: IE-20

Standard Work Week: 36.25 hours

Job Code: 6424

Risk Code: 8810

Town of Andover Classification Review

Revised December 29, 1998; June 30, 2005; February 26, 2007