

COUNTY OF  
**SONOMA**



Room to Move. Room to Grow.

**COUNTY OF SONOMA (CA)  
INVITES APPLICATIONS FOR THE POSITION OF:**

**Veterans Claims Worker II - Regular & Extra  
Help**

*An Equal Opportunity Employer*

**SALARY**

\$23.08 - \$28.05 Hourly    \$1,852.72 - \$2,251.68 Biweekly    \$4,014.23 - \$4,878.64 Monthly  
\$48,170.73 - \$58,543.72 Annually

**OPENING DATE:** 11/17/17

**CLOSING DATE:** Continuous

**THE POSITION**

**This is an Opportunity to Serve Veterans, and Build Your Career,  
With the County of Sonoma!**

**Starting Salary Up To \$28.05/Hr.\* (\$58,543.72/Yr.)**

The Human Services Department (HSD) seeks qualified candidates for Regular and Extra Help Veterans Claims Worker II positions. This is an excellent opportunity to assist veterans with access to benefits and services earned through service in our nation's armed forces. Qualified veterans are encouraged to apply.

**What Makes Sonoma County a Great Choice**

In addition to generous starting pay, opportunities for growth and development, and the satisfaction of knowing that you are working to better the communities of our region, Regular Help positions offer some excellent benefits\*, including:

- A cash allowance of approximately \$600 per month
- An annual Staff Development/Wellness Benefit allowance up to \$500
- Competitive vacation accruals, 11 holidays per year, and accommodating sick leave accruals
- Significant County paid premium contribution to several health plan options
- County contribution to a Health Reimbursement Arrangement to help fund post-retirement employee health insurance/benefits
- Eligibility for a 5% salary increase after 1040 hours (6 months when working full-time) for good work performance; eligibility for a 5% salary increase every year thereafter for good work performance, until reaching the top of the salary range

\*Salary is negotiable commensurate with experience, salary history, and requirements. Benefits described herein do not represent a contract and may be changed without notice.

**About The Position**

Veterans Claims Worker II's interview and advise veterans and/or their dependents on rights and benefits conferred by federal, state, and local legislation; advise applicants of community resources and programs; assist with completing and submitting appropriate applications and evidence; and research evidence and submit appeals to contest unfavorable adjudication decisions.

Ideal candidates will be veterans possessing knowledge and/or experience with:

- Veterans' programs and benefits guidelines and processes
- U.S. Department of Veterans Affairs (VA) claims process, and the legal basis and advocate's role in this process
- Interviewing clients to determine client needs, objectives, and goals
- Effectively communicating and advocating for clients experiencing a wide range of emotional states, including grief, anger, fear, resentment, and mistrust
- Conducting research, gathering and analyzing data; preparing reports
- Computer proficiency, including MS Word, Excel, and database management

### **EXTRA-HELP EMPLOYMENT**

Extra-help employees relieve or augment permanent staff. Temporary, extra-help employees are not in the classified civil service and do not have property rights to permanently allocated positions. In addition, they do not receive most employee benefits such as: long-term disability insurance coverage; accrual of vacation; participation in the County retirement program; or eligibility to take promotional examinations. **Temporary, extra-help employees are limited in their employment to a maximum of one calendar year. These employees must be off of work for three months before they can be re-employed on an extra help basis.** Extra-help employees who meet the eligibility requirements may qualify for a County contribution toward medical coverage.

**APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Any combination of education, training, and experience which would likely provide the required knowledge and abilities. Normally, this would include academic coursework in psychology, sociology, business administration, legal studies, or a related field; and one year experience in an agency or program which included administering, assisting, or advocating for veterans' benefits, in a position equivalent to the position of Veterans Claims Worker I.

**Special Requirement:** Within one year of employment, and as a condition of probation, employees in this classification shall obtain United States Department of Veterans' Affairs (USDVA) accreditation through the California Department of Veterans' Affairs (CDVA) pursuant to Title 38, Code of Federal Regulations (CFR), 14.629.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

**Working knowledge of:** federal, state, and local legislation pertaining to veterans' rights and benefits; the methods and techniques of obtaining relevant information through investigative interviews and written questionnaires; problem solving techniques used to clarify or resolve discrepancies between regulatory guidelines, veterans' claims, and supportive evidence; the functions of the federal and state Veterans' Administration, veterans' groups, and community resources; addition, subtraction, multiplication, and division; legal, financial, and medical terminology; modern office methods and procedures; database, spreadsheet, and word processing applications.

**Ability to:** read, understand, retain, and effectively interpret a large volume of diverse information; speak, write, and interview effectively in a variety of locations and circumstances; gather, record, and evaluate information necessary for initial and continuing eligibility

entitlements for a variety of veterans' benefits; interpret and effectively communicate veterans' rights and benefits as they apply to a variety of people and situations; set work priorities and effectively utilize time worked; establish cooperative working relationships and maintain good rapport with clients and other employees; listen attentively and ask pertinent questions; work independently and coordinate the compilation of information and evidence required to establish veterans' eligibility entitlement; use and understand common database, spreadsheet and word processing applications; prepare clear and comprehensive reports and records; establish and maintain systematic records.

## **SELECTION PROCEDURE**

### **& SOME HELPFUL TIPS WHEN APPLYING**

- Your application information and your responses to the supplemental questions are evaluated and taken into consideration throughout the entire selection process.
- You should list all employers and positions held within the last ten years in the work history section of your application. Be as thorough as possible when responding to the supplemental questions.
- You may include history beyond ten years if related to the position for which you are applying. If you held multiple positions with one employer, list out each position separately.
- Failure to follow these instructions may impact your competitiveness in this process or may result in disqualification.

Please visit [Getting a Job with the County of Sonoma](#) to review more detailed information about the application, examination, and department selection processes.

### **APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

**Responses to supplemental questions will be used in assessing minimum qualifications. Please provide specific and detailed responses of a reasonable length to allow for thorough assessment of your qualifications. Responses which state "See Resume" or "See Application" may be considered insufficient.**

The selection procedure will consist of the following examination:

An **Application & Supplemental Questionnaire Appraisal Examination (Weight 100%)**. Each application and supplemental questionnaire will be thoroughly evaluated for satisfaction of minimum qualifications and relevance of educational coursework, training, experience, knowledge, and abilities that relate to this position. Candidates possessing the most appropriate job-related qualifications will be placed on an employment list and referred to the department for selection interviews.

### **ADDITIONAL INFORMATION**

A background investigation is required prior to employment. Candidates referred to departments for a selection interview are typically required to sign authorization and release forms enabling such an investigation. Failure to sign prescribed forms will result in the candidate not being considered further for that vacancy. Reference information will not be made available to applicants.

Additional requirements, such as successful completion of a physical exam, drug screen, etc., may apply, depending on the duties and responsibilities of the position. If you receive a conditional job offer for the position, the requirements upon which the offer are contingent will be outlined in the conditional job letter. You may also review the [Job Classification Screening Schedule](#) to determine the requirements for this position.

**HOW TO APPLY**

Applications are accepted on-line at [www.yourpath2sonomacounty.org](http://www.yourpath2sonomacounty.org). Paper applications may be submitted by person, fax (707-565-3770), email, or through the mail. All applications and appropriate supplemental information as outlined in the job bulletin must be RECEIVED by the time and date specified on the first page of this job announcement. Continuous recruitments may close without notice at any time that a sufficient number of qualified applications have been received. Applications received after the recruitment closes will not be accepted.

The County of Sonoma prioritizes and is committed to continuously providing a workplace where equal employment opportunity is afforded to all people. Please view the County's [Equal Employment Opportunity Policy](#) for further information.

HR Analyst: JL  
HR Technician: KW

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:  
<http://www.yourpath2sonomacounty.org>  
OR  
575 Administration Drive, Suite 116B,  
Santa Rosa, CA 95403

EXAM #17/11-0606-OREH  
VETERANS CLAIMS WORKER II - REGULAR & EXTRA HELP  
JL

**Veterans Claims Worker II - Regular & Extra Help Supplemental Questionnaire**

\* 1. How did you first learn about this opportunity?

- CalJobs
- College or University
- Craigslist North Bay
- Craigslist Sacramento
- Employee of Sonoma County
- Facebook
- GovernmentJobs.com
- Hireveterans.com
- Hispanic Chamber of Commerce of Sonoma County
- Indeed
- Job Fair
- La Voz
- Latino Service Providers
- Monster
- Press Democrat
- sonoma-county.org/www.yourpath2sonomacounty.org
- Sonoma County Human Resources Office
- Sonoma County Job Line
- Twitter
- Veterans Services Office
- Other Internet Site
- Other Publication

\* 2. Extra Help positions may become available during the active status of this employment list. Are you willing to consider Extra-Help employment? Your response to this question does not affect your eligibility for this position. NOTE: Extra-Help employees are not eligible for certain benefits available to permanent employees. More information regarding Extra-Help benefits may be found online, at: <http://sonomacounty.ca.gov/HR/Benefits/Benefit-Directory-for-Extra-Help/>.

Yes  No

\* 3. Please describe any coursework, training, and/or degrees you possess in psychology, sociology, business administration, legal studies, or related field.

\* 4. Please indicate if you are a veteran.

Yes  No

\* 5. Please describe your professional experience assisting, administering, and/or advocating for veterans' benefits. Include the name of your employer(s) and dates you were employed where you gained this experience. If you do not have related experience, please state "N/A."

\* 6. Please describe your Veterans Administration disability claims process work experience. Highlight your experience handling an appeal of an unfavorable adjudicative decision.

\* 7. Please provide an example of your ability to work with challenging clients.

- Describe the situation
- The steps you took, and
- The outcome

\* 8. Please describe your experience using Microsoft Office software (Word, Excel, PowerPoint, and Outlook) and other similar software programs. Indicate your level of proficiency (beginning, intermediate, or advanced) and provide at least one example of how you used each program.

\* Required Question