



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

Veterans Services Specialist I

An Equal Opportunity Employer

SALARY

\$19.68 - \$23.91 Hourly \$1,579.79 - \$1,919.35 Biweekly
\$3,422.88 - \$4,158.59 Monthly \$41,074.52 - \$49,903.04 Annually

OPENING DATE: 05/21/19

CLOSING DATE: 06/11/19

THE POSITION



Do you have work experience determining eligibility for social service programs?

Be a part of this exciting opportunity to assist veterans with gaining access to benefits they have earned through service to our country

Become a Veterans Services Specialist I

A cash allowance of approximately \$600/month will be added to the starting pay*

When you join the Sonoma County Human Services Department, you become part of a strong work family that makes a difference in lives of our community. We offer opportunities for growth, development, and the ability to be a part of a rewarding work environment. You can also look forward to excellent benefits,* including:

- An annual Staff Development/Wellness Benefit allowance up to \$500 and ongoing education/training opportunities
- Competitive vacation and sick leave accruals, 12 paid holidays, and an additional 8 floating holiday hours per year
- County paid premium contribution to several health plan options
- May be eligible for up to 8 weeks (320 hours) of Paid Parental Leave after 12 months of County employment

- County contribution to a Health Reimbursement Arrangement to help fund post-retirement employee health insurance/benefits
- A defined benefit retirement plan fully integrated with Social Security

About the Position

This Veterans Services Specialist I position advises veterans and/or their dependents on their eligibility for benefits provided by the Veteran's Administration (VA) and/or federal, state, and local legislation; and assists clients with related applications and the appeals processes.

This position will gradually perform work with greater independence and develop a working knowledge of veterans' rights and benefits related to academic or vocational training, medical care and coverage, compensations, pensions, home loans, burials, disabilities, and corrections of military records.

The ideal candidate will be a veteran, and will possess:

- The ability to effectively communicate and advocate for clients experiencing a wide range of emotional states, including grief, anger, fear, resentment, and mistrust
- An understanding of the VA claims process, as well as the legal basis of an advocate's role in this process
- Case management and research skills, and working knowledge of the programs and benefits available to veterans
- The ability to use a computer and the internet for research and claims development
- Aptitude for conducting effective interviews to determine client needs, objectives, and goals

The Human Services Department (HSD)

As the largest agency in Sonoma County government, HSD's mission is to protect vulnerable children and adults, and to promote maximum independence and well-being for individuals and families. The department is dedicated to providing quality, client-focused, cost-effective services and values the integrity, teamwork, leadership, and accountability of all staff in accomplishing the mission of the department. HSD works collaboratively at the federal, state, and local level to find creative solutions to human needs. To meet that goal, the department enjoys the support of other public and private sector partners, including other government agencies, community-based organizations, and business leaders. For more information regarding HSD's services please visit [their website](#).

*Salary is negotiable within the established range. Benefits described herein do not represent a contract and may be changed without notice. Additional information can be found in the [Service Employees International Union Local 1021 Memorandum Of Understanding \(SEIU MOU\)](#).

APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.

MINIMUM QUALIFICATIONS

Education and Experience: Any combination of education, training, and experience that 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 determining eligibility for social service programs, including research and analysis of pertinent laws, regulations, and program requirements.

Special Requirement: The 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 is required to be earned within the first twelve months of employment in this classification. Once earned, accreditation must be maintained as a condition of employment in this classification.

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

Knowledge of: the methods and techniques of conducting an investigative interview; veterans' benefits; the functions, programs, and services of the VA, veterans' groups, and community resources; problem solving techniques; techniques and standards of case administration; mathematical computations; medical terminology; modern office methods and procedures; database, spreadsheet, and word processing applications.

Ability to: read, understand, gather, record, retain, and learn to interpret the large volumes of diverse information required to advise clients on eligibility for a variety of veterans' benefits; communicate both in writing and orally with persons from varied socio-economic, cultural, and educational backgrounds; learn to conduct and conduct effective investigative interviews; exercise sound judgment within general policy and regulatory guidelines; set work priorities and effectively utilize time to ensure timely completion of assigned tasks; establish and maintain effective working relationships with all stakeholders; learn to work independently and coordinate the compilation of information and evidence required to establish veterans' benefit eligibility; use and understand common database, spreadsheet, and word processing applications; conduct internet searches; 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 and should 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 hiring process, including the application process, examination steps, and department selection process.

APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.

Responses to supplemental questions will be scored using position-specific criteria. 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 and therefore may not be scored.

The selection procedure will consist of the following examination:

An **Application & Supplemental Questionnaire Appraisal Examination** (weight 100%) will be conducted to evaluate each applicant's application and supplemental questionnaire for satisfaction of minimum qualifications (pass/not pass); and for educational coursework, training, experience, knowledge, and abilities which relate to this position. Each applicant will be evaluated based on the following criteria:

- Relevance of work history, related experience, and achieved level of education and/or training as described in the application and responses to the supplemental questions.

Candidates demonstrating possession of the minimum qualifications will be placed on an employment list in order of most qualified to least qualified based on the achieved score received in the Application & Supplemental Questionnaire Appraisal Examination. Scores may be adjusted based on such factors as number of candidates, anticipated vacancies, past practice, and natural breaks in the scores achieved by this group of candidates.

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. 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. 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: RR

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

EXAM #19/05-0604-O
VETERANS SERVICES SPECIALIST I
JL

Veterans Services Specialist I Supplemental Questionnaire

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

- CalJobs
- Careersingovernment.com
- College or University
- Craigslist North Bay
- Craigslist Mendocino
- Craigslist Sacramento
- Employee of Sonoma County
- Facebook
- Glassdoor
- GovernmentJobs.com
- Hispanic Chamber of Commerce of Sonoma County
- Idealist.org
- Indeed.com
- Job Fair
- La Voz
- Latino Service Providers
- Los Cien
- Minority Organization or Group
- Monster
- Press Democrat
- sonoma-county.org/www.yourpath2sonomacounty.org
- Sonoma County Human Resources Office
- Sonoma County Job Line
- Twitter
- Other Internet Site
- Other Publication

* 2. Please indicate if you would also be interested in part-time or extra-help positions (temporary, intermittent, or seasonal employment) should they become available. Extra-help employees are not eligible for most benefits available to permanent employees. Candidates hired for extra-help positions remain eligible for full or part-time vacancies as they occur during the active status of this list. Check all that apply.

- Yes, I would also like to be considered for future part-time positions.
- Yes, I would also like to be considered for future extra-help positions.
- No, I do not wish to be considered for extra-help or part-time positions.

* 3. Are you a veteran?

- Yes No

- * 4. Please describe any coursework, training, and/or degrees you possess in psychology, sociology, business administration, legal studies, or related fields.

- * 5. Please provide an example that demonstrates your professional experience researching laws, regulations, and programs in order to determine client eligibility, highlighting:
 - The client needs
 - Your methods of research and determining eligibility
 - The actions you took as a result of your determinations

- * 6. Veterans Services Specialists advocate on behalf of clients who can, at times, be under severe emotional stress. Please provide an example of your ability to work with a challenging client.
 - Describe the situation
 - The steps you took to address the situation
 - Your assessment of the outcome

- * 7. Please describe any experience you have dealing with the Veterans Administration disability claims process.

- * Required Question



COUNTY OF SONOMA BENEFITS: GENERAL*

IMPORTANT NOTE: Benefits described herein do not apply to Extra Help positions.

These are some of the excellent benefits the County offers:

Paid Time Off: Competitive vacation and sick leave accruals; 12 paid holidays, and an additional 8 floating holiday hours per year; and may be eligible for up to 8 weeks (320 hours) of Paid Parental Leave after 12 months of County employment.

Health Plan: Choice of five health plans (a PPO, EPO, HMO, and two deductible HMOs) with a County contribution towards the premium (the contribution amount varies by bargaining unit. For specific details, please refer to the applicable Memorandum of Understanding MOU). A County contribution to a Health Reimbursement Arrangement is available for some bargaining units.

Cash Allowance: In addition to monthly salary, a cash allowance of approximately \$600 per month.

Retirement: Fully integrated with Social Security.

IRS 457 Plan: Pre-tax employee contribution up to the IRS annual maximum.

Retiree Medical: County contribution to a Health Reimbursement Arrangement to help fund post-retirement employee health insurance/benefits.

Plus excellent dental, vision, disability, life insurance, professional development and more.

For answers to specific questions regarding the employment process, more details about benefits or retirement, please contact Human Resources at 707-565-2331. Additional details about benefit and compensation packages can be found in the MOUs located at <http://sonomacounty.ca.gov/HR/Employee-Relations/Labor>.

For specific information about health and welfare benefits including plan options, coverage, and premium amounts go to <http://sonomacounty.ca.gov/Departments-Agencies/Human-Resources> or, contact the Human Resources' Risk Management-Benefits Office at benefits@sonoma-county.org or 707-565-2900.

*IMPORTANT NOTES: Benefits described herein do not represent a contract and may be changed without notice.