



Stanislaus County Veterans Service Representative

SALARY	\$25.49 - \$30.99 Hourly \$2,039.20 - \$2,479.20 Biweekly \$4,418.27 - \$5,371.60 Monthly \$53,019.20 - \$64,459.20 Annually	LOCATION	Suite 19 Modesto CA 95355, CA
JOB TYPE	Full-time	JOB NUMBER	4154-23
DEPARTMENT	Area Agency On Aging and Veterans Services	DIVISION	Veteran's Services
OPENING DATE	11/06/2023	CLOSING DATE	11/13/2023 5:00 PM Pacific

About the Opportunity

THE IDEAL CANDIDATE

The Veterans Services Office is seeking a full-time Veterans Services Representative (VSR) responsible for connecting Stanislaus County Veterans and their eligible dependents to the state and federal benefits they have earned. Our VSR will serve our Veterans with a spirit of collaboration and understand and embrace the concept of teamwork. An appreciation for the service of our Veterans and a genuine enjoyment of people will allow the VSR to be an asset to our department. The VSR should be an easy-going, flexible individual with the ability to explain complex regulations and VA decisions with tact and empathy. Respect, courtesy, and sensitivity to the customer, peers, and community partners are essential soft skills for the position.

This position will use the **Desirable Qualification of Veteran of US Armed Services. Please attach DD-214 at time of application.**

To learn more about the Aging and Veterans Services Department [click here](#).

THE POSITION

The Department of Aging and Veterans Services includes the County Veterans Services Office (VSO). VSOs are the key agencies in providing California's Veterans with assistance and connection to benefits and services in local communities throughout the State. VSOs are a critical component in the State's efforts to work directly with individual Veterans and their families to ensure our Veterans receive benefits they earned through their service to our nation. VSOs are on the front lines for this important mission and play the key role in ensuring Veterans and their families are aware of their benefits, know how to apply, and receive them. VSOs provide assistance to Veterans and their families in preparing and submitting claims to the Federal, State, and local agencies providing benefits.

Unless otherwise provided, this position is part of the Classified Service of the County and is assigned to the Community & Health Services bargaining unit for labor relations purposes.

Individuals who are in a full-time classification position are required to serve a twelve-month probationary period, which may be extended an additional six months, for a total of eighteen months.

Incumbents may also be subject to overtime, standby, callback, weekend, holiday and shift assignments as identified in their MOU (Memorandum of Understanding).

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at <http://www.stancounty.com/riskmgmt/> under the "Disability" tab.

Typical Tasks

- Contact and establish working relations with local and VA hospitals;
- Provide information and assistance to Veterans concerning various County services;
- Assist Veterans and their dependents in preparing various applications for benefit entitlement programs;
- Coordinate with other County departments and community organizations to meet the needs of Veterans and work constructively within community settings to use appropriate resources and services to benefit Veterans;
- Research, interpret, evaluate, and explain applicable Federal and State laws and regulations regarding military and Veterans' benefits;
- Conduct field calls for client related and/or business related visits to homes, hospitals, and health care agencies;
- Provide information and referral services by using principles of interviewing and problem-solving methodologies to personalize support;
- Assess for markers and signs of Post Traumatic Stress Disorder/Traumatic Brain injury;
- Assess for and provide short-term case management;
- Attend outreach events as a VSO representative;
- Attend conferences, meetings, and trainings required for development;
- Establish rapport to engage clients in services and analyze situations to adopt effective courses of action;
- Use technology as needed to perform duties, such as Microsoft Teams, as well as use standard office equipment;
- Review cases and claim determinations, develop and prepare written arguments, gather and submit evidence to the Board of Veterans Appeals; and
- Be aware of current issues in the field of Veterans Benefits, including the specific needs of women, LGBTQ+, and minority Veterans in order to serve Veterans with their claims.

Minimum Qualifications (Knowledge, Skills, Abilities, Education/Experience)

KNOWLEDGE

- Veterans Administration regulations and laws pertaining to VA hospital admittance entitlement;
- Veterans Administration laws and procedures applicable to securing Veterans' benefits;
- Type of benefits available with the Social Security Administration, Veterans Administration, and other agencies which provide services and financial assistance;
- Community resources available to Veterans and their dependents;
- Interviewing/case management techniques; and
- Medical terms used in legislation, regulations, and claims presentation.

SKILLS/ABILITIES

- Act with integrity;
- Maintain strict confidentiality and use good judgment in dealing with sensitive issues;
- Establish and maintain effective working relationships with staff, the public and clients;
- Exemplify an enthusiastic, resourceful and effective customer service attitude;
- Communicate clearly, both orally and in writing, and interact well with a variety of people with tact and diplomacy;
- Prepare correspondence and detailed reports to local, State and Federal agencies;
- Identify and evaluate the problems and needs of Veterans and their dependents;
- Conduct home visits; and
- Handle stress and frequent telephone interruptions in a courteous manner.

We recognize your time is valuable, please only apply if you meet the following required qualifications.

EDUCATION/EXPERIENCE

- Completion of two (2) years education at an accredited University or Community College which included course work in Social Welfare, Psychology, Sociology or other Behavioral Science; **OR**
- Two (2) years of successful experience in dealing with the public in a capacity where the minimum qualifications for knowledge and abilities would be gained; **AND**
- Successful completion of a course of instructions in Veterans Benefits as prescribed by Title 38, Code of Federal Regulations 14.629; **AND**
- Accreditation by the California Department of Veterans Affairs is required within one (1) year of appointment; **AND**
- Travel to satellite offices within the County, as required; **AND**
- Possess and maintain a valid California Driver's License.

Proof of education may be required for verification purposes after the eligible list has been established as part of the selection interview process. Proof of education (transcripts and/or degree) may be attached at the time of online application submission if available.

This is a Veterans' Preference Program eligible job classification. For more information please [click here](#) (Download PDF reader).

DESIRABLE QUALIFICATIONS

In addition to the minimum qualifications, applicant screening will focus on the following desirable qualifications. Please list any of these qualifications you may have within the "Duties" section of the online application.

- Veteran of US Armed Services as defined by 38 CFR § 3.11, 3.6.
Attach copy of DD-214 at time of application if a Veteran.

Application and Selection Procedures

APPLICATION PROCEDURES/FINAL FILING DATE

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

Resumes will not be accepted in lieu of a completed application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

EXAMINATION PROCESS

Most County recruitments consists of the steps detailed below and are governed by Merit Principles. The examination process ensures that all applicants are given the same opportunity to gain employment within Stanislaus County.

- **Application Review and Screening.** Applications are carefully screened based on information provided. Those who submit incomplete applications that lack relevant qualifications or do not submit all required documents will not be invited to move on.
- **Written Examination.** Applicants will be invited to participate in a written exam that tests knowledge for the position.
- **Oral Examination.** Applicants are invited to a panel interview in which they will be evaluated by County subject matter experts.
- **Eligible Lists.** Candidates who pass the examination will be placed on an eligible list for that classification. Eligible lists are effective for six months, but may be extended up to eighteen months.

TENTATIVE RECRUITMENT SCHEDULE

Application Deadline: **11/13/2023**

Oral Examination: **11/27/2023**

Note: The eligible list generated from this recruitment may be used to fill future extra-help, part-time and full-time vacancies throughout Stanislaus County.

GENERAL INFORMATION

Final appointment will be conditional upon successfully passing a County paid pre-employment drug screening (if applicable for position) and a job-related background investigation.

Some positions may require possession or the ability to obtain, and maintenance of a valid California Driver's license or the ability to utilize an alternative method of transportation when needed to carry out job related essential functions.



Stanislaus County supports the good health of its workforce. More information is available at <http://myclubwellness.org>

Cell phones are typically incompatible with the online application format or browser. We recommend using a desktop or laptop computer. If you are still having technical difficulties, please call NEOGOV at 1-855-524-5627.

Agency

Stanislaus County

Address

1010 10th Street, Ste 1400

Modesto, California, 95354

Phone

209-525-6341

Website<http://www.stancounty.com>