

Class Concept

Work in this class involves providing assistance to veterans and their dependents in securing benefits under the laws administered by the Veterans Administration. Positions are assigned to district offices throughout the state within the NC Division of Veterans Affairs. Positions interview veterans, their dependents, or other affiliates to determine benefit entitlement; gather supporting documentary evidence, and file claims on behalf of the client for benefits allowable under state and federal law. Positions advocate the clients' cases in hearings before Veterans Administration appeal boards for any type of benefit administered. Work also includes functional supervision and training of county service officers who assist veterans and their dependents. This involves contact with county, state and federal officials, legislator lawyers, doctors and other professionals. Work is performed under general supervision of the State Veterans Service Office Manager or Veterans Affairs Assistant Director through oral and written reports and conferences.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of state and federal laws, rules, and regulations pertaining to veterans' services, benefits, and of the Veterans Administration
- Thorough knowledge of the forms, procedures, and informational sources used in applying for benefits
- Basic knowledge of other state and federal social and rehabilitative services and benefits available to clients
- Basic knowledge of the human anatomy and the effect of disease and injuries to the body and some knowledge of human psychology
- Ability to recognize the needs of veterans and their dependents, determine the course of action to be followed, and pursue action to a justifiable conclusion
- Ability to establish and maintain favorable working relationships with other members of the department, other government agencies, service organizations, and the public
- Ability to supervise the work of county service officers and administrative staff
- Ability to follow oral and written instructions

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and two years of experience in veterans services, human services or related managerial or administrative work; or an equivalent combination of education and experience.