



COMMUNITY OUTREACH WORKER – VETERAN SERVICES JOB DESCRIPTION

Job Title: **Community Outreach Worker –
Veterans Services**

Job Code: **PH270-V**

Effective Date: **July 2015**

Pay Grade: **117**

Revision Date: **July 2015**

FLSA: **Non-Exempt**

NATURE OF WORK

Under close supervision, assists veterans and their dependents in obtaining information, determining eligibility and applying for services and benefits to which they are entitled.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assist veterans, dependents and beneficiaries on rights, privileges and benefits provided under the existing laws.
- Provides information, advice and guidance to veterans and their dependents concerning medical, housing, utilities, training and burial benefits and any other veteran-related benefit to which they may be entitled.
- Explains and advises laws, rules and regulations pertaining to veteran-related benefits.
- Refers clients to appropriate community service, local, state or federal agencies for veteran-related benefits.
- Advises veterans and their surviving dependents in obtaining and presenting evidence to establish entitlement to veteran's benefits.
- Maintains records and prepares periodic and special reports.
- Provides aid to veterans in Lewis County by conducting outreach appointments in other Lewis County locations.
- Occasionally conducts group orientation to explain rights, privileges and eligibility under both Federal and State laws.
- May provide qualified veteran or dependent with limited aid if there are no available programs or assistance from qualified veterans' resources.
- Attends meetings and provides monthly reports to the Lewis County Veterans Advisory Board.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and off-site environments, including detention and treatment facilities; work involves light physical demands and frequent use of a personal computer.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent.

Must be of qualified veteran status.

A valid Driver's License is required. Specific technical training and certifications may be required.

Must pass criminal background check.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Applicable policies, procedures, and regulations covering veteran programs and services.
- Principles of record keeping and records management.
- State, federal and community organizations available to provide services to veterans and their dependents.
- Office administrative principles and practices, including filing, record keeping and the operation of standard office equipment.
- Business arithmetic, including percentages, decimals, fractions and proportions.
- Customer service and public relations methods and practices.
- Business and personal computers, and standard software applications.

Skills in:

- Presenting Public Health information to at-risk clients and the public.
- Interacting with people of all social, economic, cultural, and ethnic backgrounds.
- Maintaining accurate files and records.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships with co-workers.
- Following verbal and written instructions.
- Exercising sound independent judgment within established guidelines.
- Effective verbal and written communication including interpreting, explaining and applying complex rules and policies to a variety of people, backgrounds and cultures including distraught claimants.