



CAREER OPPORTUNITY PROFILE

TITLE: Veterans Services Officer
CLASS: Veterans Service Officer
Veterans Services Office
Full-Time Regular (FLSA exempt)

Job # 201828
Opens: 10/11/18
Open until filled

ABOUT OUR AGENCY

Oregon Cascades West Council of Governments (OCWCOG) member agencies are located in the Willamette Valley and the Central Oregon Coast. The rugged Oregon seacoast, the high mountain passes of the Oregon Cascades, lush greenery, and the agricultural abundance of the Valley are an attractive addition to an education, employment, and cultural hub.

The Willamette Valley is positioned at the foot of the Oregon Coast Range and comprises some of the most fertile and lush farmland in the Northwest. Stretching just below the Oregon-Washington border to the city of Eugene, the Willamette Valley has long been considered the heartland of Oregon. OCWCOG serves two counties in the Valley, Benton and Linn, which contain the regions two biggest cities, Corvallis and Albany, Oregon State University, 18 smaller and diverse jurisdictions, including Lebanon and Philomath, and a multitude of housing, school, dining, and shopping option.

OCWCOG is located in the southern tip of the Valley and a one-hour drive to Portland and 40 minutes to Eugene – the region’s major airports and gateways; and, a twenty-minute drive to Salem, Oregon’s State Capitol, where many of OCWCOG’s funding agencies and partners are found. The Southern Willamette Valley is best known for its agriculture and its innovation, which include a flourishing wine industry, innovation accelerators, a growing start-up culture, high-tech industry and access to tens of thousands of students, professionals, and entrepreneurs affiliated with Oregon State University , Samaritan Health Systems, Linn-Benton Community College, Hewlett-Packard, the U.S. Department of Energy, and hundreds of other businesses, non-profits, agencies, and community partners. The Valley is divided into two distinct wine appellations, both known for their rich and robust Pinot Noir and exceptional Pinot Gris. Hazelnuts, raspberries, and Christmas trees are major exports of the Willamette Valley.

The Oregon Coast is proof of the Northwest’s amazing diversity and its 350-mile coastline is anything but mundane. The Cities of Newport and Toledo anchor OCWCOG’s presence in Lincoln County and provide access to multiple working ports, harbors, and bays, and a historic logging and fishing culture. Oceanic and atmospheric research are conducted by the National Oceanographic and Atmospheric Agency and Oregon State University among others – spinning off innovation and industry in fisheries, energy, resource management, and tourism.

ABOUT THE COMMUNITY SERVICES PROGRAM

The Community Services Program (CSP) department facilitates the coordinated operation of a portfolio of community-based services designed to assist program participants maintain their health, wellness, and connection to the community. CSP programs serve older adults, individuals with long-term physical disabilities, and Veteran populations, with the outcome of assisting clients to maintain health, independence, and dignity. Several CSP programs offer a variety of volunteer and advocacy opportunities, and coordinate a number of community events throughout the Region.

CSP works closely under the Cascades West Area Agency on Aging (CWAAAA) umbrella with Senior and Disability Services (SDS), and is primarily funded through the Older Americans Act (OAA), Oregon Project Independence (OPI), fundraising, and State and County and federal contracts. In addition to the programs listed below, the department also assists with the development of cross-departmental and community-based initiatives as opportunity arises. CSP

collaborates with SDS and Community Economic Development (CED) in delivering identified special contracts.

OCWCOG is the lead agency for the ADRC in Linn, Benton, and Lincoln Counties. The ADRC works in collaboration with other existing health and community agencies to be a highly visible, trusted source of information. The service is available to people of all ages, income, and disability types who have questions on the full range of long-term care support options in the community. The goal of the ADRC is to empower people to make informed decisions about long-term care support and to help them easily access support and services for themselves or someone they care about.

After an initial consultation with an ADRC specialist, consumers may access a variety of services including the Oregon Health Plan (OHP); Supplemental Nutrition Assistance Program (SNAP); Long-term Services and Supports (LTSS); Adult Protective Services (APS); Older American Act (OAA) Programs; Oregon Project Independence (OPI); Meals on Wheels (MOW); Senior Corps Programs, such as Foster Grandparent Program (FGP) and Retired and Senior Volunteer Program (RSVP); and Veteran Services for residents in Benton County.

ABOUT THE VETERANS SERVICE OFFICE

The Oregon Cascades West Council of Governments staffs the **Benton County Veterans Service Office**, which serves over 7,000 Veterans and their dependents living in Benton County providing them direction, support, and advocacy. The Service Officer files claims for U.S. Department of Veterans Affairs entitlements, such as compensation and pension, referral, and assistance with other State and local benefits. The Service Officer is accredited by the U.S. Department of Veterans Affairs, a requirement for everyone who assists Veterans in applying for Veterans Affairs (VA) claims and benefits. All services by the Benton County Veterans Service Office are free.

GENERAL INFORMATION

This announcement will remain open until filled; however, the application screening process is expected to begin on or about October 23rd, 2018. Therefore, at the agency's discretion, materials received after October 23rd, 2018 may not receive consideration.

This is a management position: If you are hired, you will become part of the OCWCOG's management team.

If you are offered employment, the offer will be contingent upon the outcome of a criminal records check, and the information will be shared with Human Resources. Any criminal history will be reviewed and could result in the withdrawal of the offer or termination of employment.

DUTIES AND RESPONSIBILITIES

- Selects, trains and supervises personnel engaged in veterans' services activities. Reviews workloads, reports and records, personnel assignments and status of ongoing work and various projects in order to plan and evaluate staff activities.
- Advises veterans, their dependents and survivors, on benefit programs provided by local, state, and federal government agencies; interprets program regulations, eligibility criteria, and procedural requirements; maintains knowledge of current veteran's benefits programs.
- Receives, reviews, and processes applications for veteran's benefits. May counsel and assist veterans in filing claims, applications, and correspondence with state and federal veterans' service programs.
- Intervenes in crises such as medical, psychiatric, and financial emergencies to facilitate resolution through appropriate referrals.
- When requested, conducts public information programs to disseminate general information pertaining to veteran's benefits.
- Develops and maintains working relationships with other veteran's service agencies and veteran's fraternal organizations. May act as a liaison between the department and other agencies serving veterans.

- Assists with preparation of program budget; monitors and tracks fiscal expenditures.
- Maintains records regarding assistance provided; prepares required reports.

QUALIFICATIONS, REQUIRED AND REQUESTED SKILLS

MINIMUM QUALIFICATIONS:

To receive credit, and proceed to the next step of the recruiting process, your application form must clearly show that you meet the following:

Completion of two (2) years of college level training with major course work in social services, business management, or related areas; and two (2) years' experience directly related to the duties and responsibilities of the classification including at least one (1) year of supervisory experience. (Further education may be substituted on a year-for-year basis for a maximum of two years' experience); OR, accreditation as a VSO for one year, OR any satisfactory equivalent combination of experience and training which demonstrates the knowledge, skills and abilities in order to perform the duties of the job. Certification: Oregon Department of Veterans Affairs (ODVA) accreditation is required.

DESIRED ATTRIBUTES:

- Considerable knowledge of current federal and state legislation pertaining to benefits to veterans;
- Considerable knowledge of veterans' benefit programs and activities of other agencies which provide services to veterans;
- Considerable knowledge of legal documents and military personnel records necessary to substantiate benefit claims;
- Considerable knowledge of the veterans administrative practices and laws;
- Considerable knowledge of confidentiality rules regarding client and provider records, investigations, including HIPAA regulations;
- Ability to carry out data entry, spreadsheet, and word processing tasks on a personal computer;
- Ability to effectively interview clients to determine benefits eligibility;
- Ability to interact and work effectively with representatives of other social agencies and members of the public;
- Ability to motivate, train and supervise staff; and ability to apply problem solving techniques;
- Ability to effectively communicate both orally and in writing;

COMPENSATION PACKAGE

The starting pay range for the Veterans Service officer is \$3661.00 - \$4020.00/monthly. Plus a generous benefit package including medical, dental, vision (Some Medical plans offered may have employee cost share), life, short and long-term disability insurance; generous paid leave; tax deferred plans; and fully paid retirement benefits.

- **Retirement** – OCWCOG pays both the employer's percentage, and employee's six percent (6%) contribution into the Oregon Public Employees System (PERS). In addition to PERS, OCWCOG pays into Social Security.
- **Insurance** – For select plans, OCWCOG currently pays one hundred percent (100%) of the insurance premiums for the employee and their eligible dependents. The insurance package includes medical, prescription, dental and vision coverage, alternative care, life, accidental death and dismemberment, as well as long-term care.
- **Holiday Leave** – OCWCOG provides ten and one half (10 ½) fixed holidays, plus two (2) personal days during each fiscal year.
- **Additional Benefits** – Deferred compensation options, Long-term care Insurance, Employee Assistance Program, Credit Union memberships, and options to participate in pre-tax Health Savings Account or Flexible Spending Account.
- **Sick Leave** – Full-time employees accrue eight (8) hours of sick leave each month.

- **Vacation Leave** – Full-time employees accrue vacation leave each month according to the following schedule:
 - 0-36 month – 8 hours/month
 - 37-72 months – 10 hours/month
 - 73-144 months – 14 hours/month
 - 145 months & above – 16 hours/month

TO APPLY

An application and detailed job description is available at www.ocwcog.org/careers. **You must submit the following application materials:**

- An **OCWCOG Employment Application**.
- A **current resume** that clearly describes your experience, skills, and/or knowledge related to the requirements of the position and demonstrates that you meet qualifications of the position listed above.
- A **cover letter** explaining how your background, experience and training qualify you for this position. **Please describe your experience and training specifically as they relate to the Desired Attributes.**
- If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points, you **MUST** attach to your application materials the following required documentation:
 - A copy of your DD214/DD215 form; OR a letter from the US Dept of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.
 - A copy of your DD214/DD215 form; AND a copy of your veteran's disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.

The first review of applications will on or around October 23rd, 2018. For immediate consideration, apply now. Only complete applications will be considered. Be sure to attach any required documents. The selection process will consist of a review of the materials provided and an evaluation of experience and training. Candidates most closely matching the desired attributes will be invited to interview.

SUBMIT TO

Oregon Cascades West Council of Governments
Human Resources Department
1400 Queen Ave SE, Suite 201
Albany, Oregon 97322

You may **E-MAIL** your application materials to us at hrrecruit@ocwcog.org. **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

FAX to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not responsible for material that is illegible or missing because of transmitting by fax or which may be lost through the mail.

JOB DESCRIPTION

Title: **Veterans Service Officer**

Position Classification: Veterans Service Officer

Department: Benton County Veterans Service Office

Reports to: Community Services Program Director

SUMMARY OF POSITION

Provides assistance, advice, and counseling to veterans in Benton County, their dependents and survivors, related to veteran's benefits provided by local, state, and federal government programs.

ESSENTIAL JOB DUTIES

Performs position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates openness of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

- Selects, trains and supervises personnel engaged in veterans' services activities. Reviews workloads, reports and records, personnel assignments and status of ongoing work and various projects in order to plan and evaluate staff activities.
- Advises veterans, their dependents and survivors, on benefit programs provided by local, state, and federal government agencies; interprets program regulations, eligibility criteria, and procedural requirements; maintains knowledge of current veteran's benefits programs.
- Receives, reviews, and processes applications for veteran's benefits. May counsel and assist veterans in filing claims, applications, and correspondence with state and federal veterans' service programs.
- Intervenes in crises such as medical, psychiatric, and financial emergencies to facilitate resolution through appropriate referrals.
- When requested, conducts public information programs to disseminate general information pertaining to veteran's benefits.
- Develops and maintains working relationships with other veteran's service agencies and veteran's fraternal organizations. May act as a liaison between the department and other agencies serving veterans.
- Assists with preparation of program budget; monitors and tracks fiscal expenditures.
- Maintains records regarding assistance provided; prepares required reports.

OTHER JOB DUTIES

- Represents program at local, regional and state meetings, providing information and professional consultation as required.
- Provides informational public speaking for community organizations or groups.
- Attends training, community and agency meetings as appropriate and/or as assigned.
- Performs other related duties as assigned by supervisor.

SUPERVISION RECEIVED

Receives direct supervision from the Community Services Program Director.

SUPERVISORY RESPONSIBILITIES:

Provides supervision to and evaluation of professional level staff as assigned.

MENTAL & PHYSICAL JOB SKILLS

N = Never (0%)

O = Occasionally (21 to 50%)

C = Continuously (81 to 100%)

R = Rarely (1 to 20%)

F = Frequently (51 to 80%)

Mental

(C) Interpersonal Skills

(F) Basic Math (add, subtract, multiply, divide)

(R) Advanced Math (analysis, statistics, significant data or number manipulation)

(C) Written English communication

(C) Coordination of multiple tasks

(C) Initiative

(C) Detail/Accuracy

(C) Reasoning/Judgment/Decision Making

(F) Creativity

(F) Brainstorming/Concept

(F) Research

(C) English Comprehension

(C) Memory

(C) Organization/Planning

(F) Adapting to constant change

(C) Teamwork

(C) Timeliness

(F) Presentation/Teaching

(F) Selling

(C) Negotiation

(C) Client/Service Skills

(F) Persuasion

(F) Mentoring

(F) Management of Stress

Physical

(F) Standing

(F) Sitting

(O) Walking

(O) Stooping

(R) Kneeling

(N) Crawling

(N) Climbing

(F) Talking

(C) Hearing

(O) Reaching

(F) Handling

(C) Eye/Hand coordination

(C) Repetitive motions/hands/wrists

(N) Repetitive motions/feet

(F) Acute color

(N) Tasting/smelling

(C) Vision (1-10 ft.)

(F) Vision (10-20 ft.)

(R) Long-range vision (20+)

(N) Pushing

(N) Pulling

(O) Lifting **5 lbs/day**

(O) Carrying **5 lbs/day**

WORKING ENVIRONMENT

Work is performed primarily in an office environment utilizing a personal computer, telephone and a variety of office equipment. Position requires sitting for long periods of time and performing extensive computer work. Occasional travel may be required to attend meetings or run errands for the program.

MINIMUM QUALIFICATIONS

Experience & Training

Completion of two (2) years of college level training with major course work in social services, business management, or related areas; and two (2) years experience directly related to the duties and responsibilities of the classification including at least one (1) year of supervisory experience. (Further education may be substituted on a year-for-year basis for a maximum of two years experience); OR, accreditation as a VSO for one year, OR any satisfactory equivalent combination of experience and training which demonstrates the knowledge, skills and abilities in order to perform the duties of the job.

Knowledge, Skills and Abilities

- Considerable knowledge of current federal and state legislation pertaining to benefits to veterans;
- Considerable knowledge of veterans' benefit programs and activities of other agencies which provide services to veterans;
- Considerable knowledge of legal documents and military personnel records necessary to substantiate benefit claims;
- Considerable knowledge of the veterans administrative practices and laws;
- Considerable knowledge of confidentiality rules regarding client and provider records, investigations, including HIPAA regulations;
- Ability to carry out data entry, spreadsheet, and word processing tasks on a personal computer;
- Ability to effectively interview clients to determine benefits eligibility;
- Ability to compute and process required paperwork and recognize mathematical errors;
- Ability to interact and work effectively with representatives of other social agencies and members of the public;
- Ability to motivate, train and supervise staff; and ability to apply problem solving techniques;
- Ability to effectively communicate both orally and in writing;
- Ability to work independently.

Licenses, Certificates, & Other Requirements

- Possession of Valid Oregon Driver's License or have ability to obtain reliable transportation in order to travel throughout the three county area.
- Accreditation with Oregon Department of Veterans Affairs (ODVA).
- Position requires successful completion of a criminal history and driving record check.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.

Updated 9/18

EQUAL OPPORTUNITY EMPLOYER

Cascades West Center, 1400 Queen Ave., SE Suite 201, Albany, Oregon 97322

◆ Phone (541) 967-8720

◆ Fax (541) 967-6123

◆ TTY (541) 928-3670