Veterans Service Officer

Salary
$53,653.91 - $84,057.69 Annually
Location
Gurnee, IL
Job Type
Full-Time
Department
Veterans Assistance Commision
Job Number
01089
Closing
1/13/2023 11:59 PM Central

- DESCRIPTION
- BENEFITS

General Description

Are you looking for a challenging role within an organization that provides rewarding compensation, an excellent benefit package and career growth opportunities? If so, Lake County government is the place for you. Comprised of nearly 3,000 employees, it is our goal to positively serve the residents of Lake County while working with a purpose. We believe our employees should take pride in the work they accomplish while truly respecting a collaborative work environment.

- **Seeking accredited Veterans Service Officer (VSO) for this position. If you are accredited, provide your Office of General Counsel (OGC) accreditation number. If you are not accredited, please submit your application and it will be considered.**

- Under the supervision of the Superintendent, Assistant Superintendent, Chief of Staff and Senior VSO, the VSO will advocate for veterans and their immediate families or survivors. to ensure receipt of benefits available from the US Department of Veterans Affairs including but not limited to; Service Disability Claims, VA Pension Claims, Survivor Claims, Education Benefits, employment training, and Healthcare.
- The VSO advises and provides technical assistance for the filing of claims under Title 38 United States Code and 38 Code of Federal Regulations as well as county and state benefits, where applicable. Interviews, counsels, and assists in obtaining benefits for veterans, dependents, widows and orphans of war or peacetime veterans, as well as retired and active-duty military personnel and their dependents. Has a thorough knowledge of federal and state laws, statutes, rules, and regulations. Develops working relationships with applicable federal, state and county departments and agencies.

Performs research and investigation of the prior claim decisions made by the agency of primary responsibility and reviews the findings and decisions for possible appeal. May maintain benefit projections of county recipients of federal and state veterans' programs and estimate annual receipts into the county from all federal and state agencies in relation to veterans' programs. Maintains a working relationship with veterans' organizations (at county, district, and state levels), staff, volunteers, and news media; provides information regarding department (federal and state) programs and services and performs field informational and claim visits to clients. Requires considerable public speaking ability to address veterans advocate groups and the media concerning current rules, regulations, changes, and trends in the veterans' benefit domain.

- Advocate for veterans and their immediate families or survivors with Local, State, and other Federal assistance including but not limited to; Veterans Financial Assistance, Military Service Organization Assistance, Utilities Assistance Programs, Homeowner Assistance Programs, Homeless Assistance Programs, Family Medical Assistance Programs, Social Security, and other non-veteran specific programs based on the needs of the veteran and the family.
- Administers the 'VA claims flow' and monitor actions taken by subordinate VSO's to ensure the timeliness of evidence submitted and tracking of active claims.

Essential Functions

- Complete initial application, or reopen existing claims, for compensation or pension.
- Research medical conditions obtain necessary medical records and statements from physicians, military buddies, family members or other sources to support the claim or appeal.
- File application for veterans for education under the GI Bill, or vocational rehabilitation.
- Assist survivors of a deceased veteran and funeral homes in obtaining death benefits.
- Advise and assist veterans with government life insurance or home loan benefits.
- Ensure that all timelines are met so the veteran does not lose any potential benefits.
- Keep in contact with veterans concerning the status of individual claims.
- Work with VA professionals in obtaining public health services, home health care, home adaptation grant, or placement in local nursing homes or the Illinois Veterans Homes.
- Ensure veterans, dependents, and widows in the county are aware of State and Federal benefits.
- Assist retirees to apply for various types of military benefits and ID cards.
- Advises retirees in medical insurance benefits or TRICARE and helps in filing of those claims.

- Apply for correction of military records or an upgrade of character of separation from the service.
- Investigate history of unit, through Department of Defense, to prove that Veteran was in combat zone, or a specific battle, to qualify for specific benefits.
- Advise veterans and their dependents on services from Social Security, Small Business Administration and other agencies.
- Works with County Human Services Department to maximize ALL potential benefits.
- Assist veterans with help from local hospitals, clinics, and nursing homes.
- Keeps current on legislative and legal actions of federal and state veteran benefits.
- Maintains annual certification required by the Department of Veterans Affairs (DVA).
- Appear before the County Veteran Organizations and community organizations to brief members on current information concerning veterans' benefits.
- Maintain confidential records in accordance with data privacy laws and HIPPA.
- Assists in compiling reports of office activities.
- Perform other duties as requested by senior management.

Knowledge Skills Abilities and Education Required

- The employee must have considerable knowledge with case law of the United States Court of Appeals for Veterans Claims (CAVC), Unites States Court of Federal Claims, and Supreme Court OF The United States (SCOTUS).
- The employee must have a working knowledge of terminology, symptoms, and occupational consequences of common diseases and disabilities that veterans may experience.
- The employee must have considerable knowledge of up to date office methods and procedures.
- The employee must have excellent letter and report style, composition, punctuation, and spelling skills.
- The employee must be able to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- The employee must be able to define problems, collect data, establish facts, and draw valid conclusions.
- The employee must be capable of responding to common inquiries or complaints from clients, regulatory agencies, or members of the business community.
- The employee shall possess the ability to work with limited supervision.
- The employee must be proficient in the use of various computer programs including MS Word, Excel, Outlook, VetraSpec, PowerPoint and Onbase.
- The candidate should have general knowledge of developing and processing claims, developing budgets, and working with various military service organizations and legislative groups.

- Requires considerable knowledge of office management or supervisory methods, practices and techniques; records tracking, and operation of the office is required; laws affecting the work of the assigned division or department; specialized terminology of the division, department or office to which assigned.
- Basic knowledge of Anatomy and Physiology, basic military knowledge, legal writing skills, peer support or counseling experience, previous experience in not-for profit sector, and prefer previous employment with veterans' organizations or Local, State or Federal agencies.

Education and/or Other Requirements:

- Veterans Assistance Commission is looking for a candidate with a minimum of an AA Degree, completion of two years of college level programs with course work in public or business administration accounting, supervision or related experience.
- Bachelor's degree preferred, but not required.

Supplemental Information

- The employee must be a citizen of the United States.
- A veteran, defined as any person who has been separated under honorable conditions from any branch of the armed forces of the United States after having served on active duty for at least 180 consecutive days, or by reason of disability incurred while serving on active duty.
- If not a veteran, must be a Dependent of an Honorably Discharged Veteran following the same requirements as above (spouse or biological child).
- Must be willing and able to travel local or out of state for at least a week, one to two times per year.
- Attire is expected to be business casual and formal attire for certain outreach events or meetings.
- Must have reliable transportation and be punctual. Must be able to attend outreach events occasionally including evenings and weekends when required.
- Lake County offers a competitive salary and benefit package. We also offer flexible work hours, and a comprehensive wellness and training program.
- Visit our website at vaclc.org to obtain additional information about what our team does.
- Employment is contingent of successful completion of a background screening, drug and alcohol screening and may include a pre employment medical exam.

Physical Requirements:

- Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

Lake County is committed to be a diverse and inclusive workplace and is proud to be an equal opportunity employer (EEO).

Agency
Lake County
Department
Veterans Assistance Commision

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