



STATE OF NEVADA – DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
VETERANS SERVICES PROGRAM MANAGER	36	B	12.435
VETERANS SERVICES REPRESENTATIVE II	34	B	12.436
VETERANS SERVICES REPRESENTATIVE I	32	B	12.437

SERIES CONCEPT

Veterans Services Representatives advise and advocate for veterans and individuals currently serving in the United States armed forces who are State residents, their spouses, widows, widowers, children, dependents, estate and personal representatives; prepare, submit and present claims and appeals for denied benefits including adjusted compensation, hospitalization, insurance, pension, disability compensation, vocational training, education or rehabilitation; provide assistance and advice to resolve problems and answer questions relating to available benefits under State and federal laws.

Advocate for individuals, groups or organizations eligible under State laws and federal regulations related to Veterans services and/or benefits; interview clients to elicit information and determine merits of claim and eligibility to receive benefits; research clients' claims and applicable case law, regulations, medical opinions, medical journals and related medical research publications.

Investigate circumstances upon which claims are based; identify, locate, contact and obtain statements from military, medical and lay witnesses to substantiate claim; assist clients in locating and obtaining documentation to support claims such as medical records, military service records, military unit activity reports, order of battle histories, and the construction, mechanical and technical specifications of military vehicles and equipment.

Develop the best strategy and course of action for filing Notice of Disagreement and Hearing Requests; calculate monetary benefits; advise clients on the appeal process and provide guidance regarding clients' responsibilities; obtain a power of attorney to present appeals on behalf of clients; prepare written summaries of findings and contentions including legal citations and references to medical research and journals.

Present oral arguments in support of claims before the local Decision Review Officer, regional Hearings Officer, the Board of Veterans Appeals Travel Board, Committees on Waivers, Board of Corrections and by video conference to the Board of Veterans Appeals in Washington, DC; prepare and maintain statistical data relating to claims, monetary awards and medical information.

Participate in appropriate Veterans organizations, committees, stand-downs, separation from service briefing sessions and community events as a representative of the State Office of Veterans Services.

Provide information regarding available Veterans benefits, eligibility and appellant action to individuals, groups and organizations in person, on the phone or through written correspondence; visit local hospitals, convalescent homes, and residences to assist individuals in claiming and obtaining the services or assistance to which they are entitled.

Perform related duties as assigned.

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CLASS CONCEPTS

Veterans Services Program Manager: Under general direction, the incumbent manages the Veterans Services Program for the Office of Veterans Services. The incumbent develops and implements policies and procedures; oversees statewide service delivery; and plans, organizes, coordinates, analyzes and manages the operations and services provided by program staff. The Veterans Services Program Manager supervises and evaluates the performance of subordinate Veterans Services Representative I's and II's. In addition, the incumbent provides services to veterans, submits claims and provides representation before the Veterans Administration and at hearings.

Veterans Services Representative II: Under general direction, incumbents supervise and evaluate the performance of Veterans Services Representative I's and support staff, in addition to performing the full range of duties outlined in the series concept. Incumbents are also responsible for recruitment, interviewing, selection, training and instruction of assigned staff.

Veterans Services Representative I: Under general supervision, incumbents perform a broad range of duties outlined in the series concept. This is the journey level in the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * Some positions require a driver's license at the time of appointment and as a condition of continuing employment.

INFORMATIONAL NOTE:

- * Positions allocated to Veterans Services Program Manager or Veterans Services Representative II require recognition and approval as an accredited agent through the Department of Veterans Affairs at time of appointment.

VETERANS SERVICES PROGRAM MANAGER

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in general studies, social science, English or related field and five years of experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations. Two years of the required experience must have included advocacy for veterans, one of which was in a supervisory role; **OR** one year of experience as a Veterans Services Representative II in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirement & Informational Note)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: federal government operating practices and procedures, and issues facing the veteran community; veterans benefits delivery/systems; forms, methods, procedures and records necessary for processing veterans benefits claims. **Working knowledge of:** State government operating practices and procedures; principles of supervision and training. **Ability to:** interpret laws, statutes, regulations and statistical data related to services for veterans; communicate effectively both orally and in writing; *and all knowledge, skills and abilities required at the lower levels.*

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MINIMUM QUALIFICATIONS (cont'd)

VETERANS SERVICES PROGRAM MANAGER (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: systems and operational pressures that affect the Veterans Administration; continuing educational requirements for staff. **Working knowledge of:** programmatic and operational aspects of related agencies at local, regional and national levels; politics, organization and strategic direction of the Veterans Administration. **Ability to:** plan, develop, implement and evaluate the Veterans Services program; oversee the operation of Veterans Services program and staff statewide; analyze service delivery and determine and implement corrective actions as necessary; coordinate statewide training seminars on program related policies, procedures and requirements; serve as a contact and the department's liaison to various external governmental bodies and organizations including veterans services organizations; develop and manage training/education of Veterans Services program and staff statewide. **Skill in:** strategic planning and program development processes; making presentations to oversight agencies and committees; developing and maintaining outreach programs.

VETERANS SERVICES REPRESENTATIVE II

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in general studies, social science, English or related field and four years of experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations. One year of the required experience must have included advocacy for veterans; **OR** one year of experience as a Veterans Services Representative I in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirement & Informational Note)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: State and federal veteran related regulations and benefits; medical terminology; human anatomy and physiology; uses, effects and dosages of commonly prescribed medications; common psychological terms and conditions; research techniques used to locate medical, military and technical documentation including Internet exploration; local, State and federal social services available to veterans. **Ability to:** identify and document cause and effect relationships; research and review information to determine the validity of statements and claims; maintain records and statistical data. **Skill in:** researching case law, medical journals and publications, and military service history; identifying relationships between a medical history, medical research and military records which would support a client's claim for benefits; interviewing individuals to elicit medical, technical and military related information to substantiate a claim; writing comprehensive summaries of legal, medical, technical and service-related records; interpreting and applying laws, regulations, policies and procedures relating to veterans benefits claims; speaking publicly, presenting findings, answering technical and legal questions, and advocating for a client; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: NRS and NAC sections relevant to the area of responsibility. **Working knowledge of:** supervisory techniques and practices; training needs of subordinates and sources of training. **General knowledge of:** State Administrative Manual, Rules for State Personnel Administration, department affirmative action plan and the supervisor's guide to prohibitions, penalties and the grievance procedures. **Ability to:** supervise staff of the veterans services program; interpret and enforce department policies and guidelines.

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MINIMUM QUALIFICATIONS (cont'd)

VETERANS SERVICES REPRESENTATIVE I

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in general studies, social science, English or related field and three years of experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations; **OR** an Associate's degree from an accredited college or university in general studies or related area and two years of experience as described above in a program directly related to providing Veterans services; **OR** an equivalent combination of education and experience. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: addition, subtraction, multiplication, division, fractions, decimals, percentages and whole numbers in order to determine monetary benefits. **General knowledge of:** State and federal veteran related regulations and benefits; medical terminology; human anatomy and physiology; military terminology; research techniques to locate medical, military and technical documentation including Internet exploration; local, State and federal social services available to veterans. **Ability to:** compose grammatically correct reports and memoranda; read and comprehend departmental policies and procedures, legal documents such as State and federal law regarding veterans benefits, medical journals, medical records, military records, order of battle histories, and technical specifications for military equipment; communicate verbally with clients from a variety of educational, economic, social and cultural backgrounds to clearly convey specific information, explain situations and provide information regarding options available; organize work and set appropriate priorities; establish and maintain cooperative working relationships with others; use a personal computer including word processing, spreadsheet and database programs. **Skill in:** speaking publicly to present findings and answer questions; interpreting and applying laws, regulations, policies and procedures; interviewing individuals to elicit information.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities for Veterans Services Representative II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

	<u>12.435</u>	<u>12.436</u>	<u>12.437</u>
ESTABLISHED:	7/1/07R 3/7/08UC	8/17/05R 12/23/05UC	8/27/76
REVISED:			12/19/85-12
REVISED:			7/1/87-12P 4/14/87PC
REVISED:			8/19/88-3
REVISED:			3/29/01UC
REVISED:			7/1/03P 7/2/02PC
REVISED:			8/17/05R 12/23/05UC
REVISED:		3/7/08UC	3/7/08UC
REVISED:	6/25/08UC	6/25/08UC	