

GENERAL DESCRIPTION OF CLASS

The VETERANS BENEFIT CONSULTANT provides counseling to and develops and implements claims representation for veterans of the United States Armed Forces, their dependents and survivors, acting as their advocate in the preparation, presentation, and prosecution of claims under the laws administered by the U.S. Veterans' Administration to ensure they receive maximum entitlement under the law.

DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

DUTIES AND RESPONSIBILITIES

- 1.Claims Representation.** Typical tasks: conducts interviews with veterans, their dependents, and survivors to determine status of claims; completes appropriate forms required to file and develop claims; collects and records documentation; develops case; implements and evaluates claims; monitors progress of claims; communicates with official records centers to obtain necessary records to support claim; represents claimants in personal hearings before rating boards; ensures that claimant understands application of law regarding their claim; advises claimants about benefits they may be entitled to under law; advises claimant about procedural rights; advises claimant on preparation for hearings and examinations; prepares written appeals to the U.S. Veterans' Administration Board of Veterans' Appeals; prepares written claims to the Board of Corrections of Military Records to the appropriate branch of the United States Armed Forces for discharge upgrades and corrections of individual military records; refers claimants to other resources as required.
- 2.Information Services.** Typical tasks: provides information to veterans on the telephone and by letter regarding benefits; speaks to groups regarding veteran's benefits; provides technical advice and status reports to County Veterans' Service Officers.
- 3.Outreach Programs.** Typical tasks: interviews, counsels, and represents veterans, their dependents, and survivors in State institutions, nursing homes, and private homes for housebound claimants; makes personal contact with other agencies and organizations to develop and maintain a network to provide claimants necessary support.
- 4.Technical Study and Review.** Typical tasks: reads and assimilates medical and psychiatric reports, journals, papers and periodicals, to more effectively evaluate decisions made with respect to claimants' physical and mental disabilities; studies and assimilates complex changes in a wide variety of laws, regulations, and administrative instructions to the U.S. Veterans' Administration and other agencies pertaining to veterans' affairs.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular in-person and telephone contacts with claimants in order to provide representation, information, and to answer questions about veterans' benefits. They also have periodic contact with elected officials, local government officials, nursing home, hospital and care home

administrators, social workers, nursing staff, doctors, attorneys, and other agencies and private companies in order to exchange information and explain veterans' benefits, laws and procedures.

SUPERVISION RECEIVED

Employees in this class receive general supervision from the Counseling Supervisor, who reviews work periodically during informal discussions and staff meetings to assess progress and to establish workload. Work is reviewed for accomplishment of work plans and to ensure that program goals are being met. To provide guidelines for problem solving and decision making, employees in this class use local, State and Federal laws and regulations and agency policies and procedures.

GENERAL INFORMATION

Positions require the willingness to work irregular hours, including frequent evenings and weekends with occasional overnight travel. Positions require the willingness to maintain a valid Oregon driver's license or provide another acceptable mode of transportation.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

General knowledge of investigative procedures and claims development.

General knowledge of local, State and Federal laws and regulations pertaining to veterans' benefits.

Basic knowledge of the laws, procedures, and regulations involving disability claims for other agencies.

Basic knowledge of the laws, procedures, and regulations involving public assistance.

Basic knowledge of the laws, procedures, and regulations involving vocational rehabilitation for Workers' Compensation, SAIF, or other similar programs.

Basic knowledge of medical terminology.

Skill in evaluating facts and determining appropriate action.

Skill in communicating clearly and concisely, both orally and in writing, regarding technical subject matter.

Skill in independently selecting and applying appropriate laws, regulations, and procedures in representing claimants, to obtain maximum benefits.

Ability to establish and maintain harmonious working relationships with people of differing socioeconomic backgrounds, including those who are hostile and physically or mentally ill.

Ability to write investigative and narrative reports and appeals.

Ability to recognize noncompliance and procedural irregularities.

Ability to represent claimants in administrative hearings.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.