Sarasota County

SARASOTA COUNTY GOVERNMENT
Career Track

VETERAN SERVICES ADVOCATE

SUB-CLASS CODE: See Below
EEO CODE: 02
FLSA: Non-Exempt
W/C CODE: 8810
PAY BAND: Para-Professional

MAJOR FUNCTION(S)
This is specialized work utilizing varying degrees of judgment and discretion, assisting veterans and their dependents in obtaining authorized benefits and entitlements.

Primary Purpose	
Tier II Sub-Class Code 32624 - Pay Grade 9922	***Tier III** Sub-Class Code 32625 - Pay Grade 9923
Duties/tasks are frequently non-routine. Resolves most questions and problems; and refers more complex issues to higher levels. **In general, work assignments at this level may include, but are not limited to….** ▪ Interviews, counsels, and assists veterans and their dependents in applying for compensation, disability claims, pensions, death benefits, medical care, insurance, and other state and federal veteran's benefits ▪ Answers inquiries as to the status of claims, reasons and basis for denials, and level of benefits granted. Provides answers to general veteran's benefits eligibility requirements ▪ Assists veterans and their dependents in originating and promulgating appeals with the Department of Veterans Affairs ▪ Makes field visits to homebound applicants to initiate or follow-up on claims in progress ▪ Assists dependents of veterans killed or totally disabled in action in applying for health and educational benefits under appropriate laws ▪ Maintains liaison with other agencies and organizations involved with veterans and conducts presentations before civic and veteran's organizations regarding veteran's benefits ▪ Performs related work as required	**Duties/tasks reflect a variety and moderately complex work. May serve as a resource in resolving moderately complex problems/issues. May act as lead employee and assign/check work of others.** **In general, work assignments at this level may include, but are not limited to….** ▪ Demonstrates a high level of proficiency in all work assignments under Tier I, and independently completes competent claims for veteran's benefits without the need of supervisory review ▪ Prepares and delivers public presentations tailored to specific audiences ▪ Serves as a trainer for less-experienced employees
*Advanced level includes Tier II duties	

Core Competencies (Knowledge, Skills and Abilities)

Tier II Sub-Class Code 032624	**Tier III** Sub-Class Code 032625
Communication Skills/Technical Knowledge	
▪ Displays good customer service skills such as courtesy, sensitivity, tact, rapport, and discretion ▪ Maintains high standard of confidentiality ▪ Responds appropriately to inquiries and provides adequate information ▪ Communicates effectively and appropriately ▪ Possesses general knowledge of extensive federal and state regulations concerning veteran's benefits ▪ Demonstrates the ability to interpret and explain complex federal and state regulations concerning veteran's benefits, as well as the ability to explain specific legal determinations made by the Veterans Administration ▪ Demonstrates the knowledge and ability to assist veterans and their dependents of divergent backgrounds in dealing with difficult emotional and stressful problems ▪ Commands general knowledge of medical terminology and the etiology of chronic diseases and medical conditions ▪ Understands the dependency requirements specific to Veterans Administration eligibility determinations	▪ Handles difficult customers/situations ▪ Prioritizes work effectively ▪ Responds to inquires of a non-routine nature ▪ Provides appropriate response to policy, procedures, and legal or regulatory issues ▪ Organizes and presents information effectively ▪ Exercises sound, independent judgment ▪ Commands comprehensive knowledge of extensive federal and state regulations concerning veteran's benefits ▪ Possesses in-depth knowledge and experience with medical terminology and the etiology of chronic diseases and medical conditions ▪ Demonstrates expertise in legal presumptions within VA laws concerning specific chronic diseases and injuries that are potentially related to military service
Both levels require ability to establish and maintain effective working relationships.	
Business Equipment and Computer Skills	
Basic computer skills: ▪ Outlook ▪ Word ▪ Excel ▪ eNet Ability to use standard business equipment: ▪ Copier ▪ FAX ▪ Calculators ▪ Printers ▪ Phones	Basic to intermediate computer skills: ▪ Outlook ▪ Word ▪ Excel ▪ eNet Ability to use standard business equipment: ▪ Copier ▪ FAX ▪ Calculators ▪ Printers ▪ Phones
Budget/Fiscal Skills	
▪ Exercises good stewardship of county resources	▪ Exercises good stewardship of county resources ▪ Offers innovative cost-saving ideas when appropriate

Minimum Qualifications	
Tier II Sub-Class Code 032624	**Tier III** Sub-Class Code 032625
Must be a veteran (or the surviving spouse of any such veteran) and meet the requirements in Title 38, U.S. Code and Florida Statute 292.11 applicable to Florida County Veteran Service Officers plus: • Associates Degree and two years of experience involving client interviewing, counseling, or related field. Any equivalent combination of education &/or experience may be considered or Honorable retirement from a branch of the Armed Forces after 20 years of service or … • The department may also consider administrative experience where the individual has obtained and demonstrated the knowledge, skills and abilities needed for the position. Prefer experience directly related to Veteran's benefits eligibility.	Must be a veteran (or the surviving spouse of any such veteran) and meet the requirements in Title 38, U.S. Code and Florida Statute 292.11 applicable to Florida County Veteran Service Officers plus: • Associates Degree and four years of experience directly related to Veteran's benefits eligibility and claim processing. Any equivalent combination of education &/or experience may be considered Honorable retirement from a branch of the Armed Forces after 20 years of service.
NOTE: 30 college credits are considered equivalent to one year of college.	

NOTE: Employees who acquire the skills and minimum qualifications for the next level will be able to apply for promotional opportunities. Employees will not automatically be upgraded to the next level. Reclassifying a position is based on business need and financial impact and not based solely on the incumbent.

APPROVED BY: **DATE:** 9/19/19

Chris Louria, Chief Human Resources Officer

History: 1/23/19; 11/20/15; 5/18/10