



VETERANS OFFICER

Department: Human Services
Job Class #: 878100
Pay Range: Professional 02

FLSA: Non-exempt
Represented: Yes

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

This is professional and technical work of a complex nature performed for the Veterans Assistance Programs. A Veterans Officer is responsible for providing emergency relief assistance, jail outreach and case management services to indigent veterans and their family members residing in Pierce County. The incumbent may be on call as required. Work may involve conducting field investigations.

ESSENTIAL FUNCTIONS:

- Interview, counsel, and perform referral duties for eligible, indigent discharged veterans and/or their beneficiaries (widow, children) residing in Pierce County. Verify the status of veterans and/or their beneficiaries and determines eligibility for financial assistance under the provisions of RCW 73.08 and relevant policies and procedures.
- Develop and implement extensive case management for veterans: disburse relief funds within established guidelines or make referrals to other agencies for assistance.
- Assist veterans and dependents with obtaining documents required to apply for VA benefits (DD214, birth and death certificates, etc.)
- Provide jail outreach services to include conducting interviews, needs assessments, counseling on employment, veteran benefits and other local entitlements. Outreach visitation for the purpose of assessing client social needs and ensure the case plan is being followed.
- Collaborate with Pierce County Therapeutic Courts to provide services for Veterans with ongoing litigation.
- Provide outreach to military installations, employment offices, service providers, community service centers, and other public locations to explain the Incarcerated Program.
- Act as a liaison between the veterans and vendors (landlords, utility companies, etc.) as required. Contact vendors to initiate a pledge of assistance, explain the voucher system, or answer inquiries when applicable.
- Conduct intensive inter-agency coordination with a variety of local, State and Federal agencies.
- Maintain solid and professional communications with other resource and referral agencies.
- Must be able to maintain confidentiality in dealing with sensitive issues and clients.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, and holidays. May be on call as required.
- Perform other job functions as assigned.

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SUPERVISION RECEIVED AND EXERCISED: Veterans Officers report directly to the Veteran Assistance Programs Supervisor, or designee. Work is reviewed for fulfillment of departmental and county objectives, for compliance with governing laws and regulations, adherence to budget, and support and furtherance of Veterans Assistance Program goals. The Veterans Officer does not supervise.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Veterans Officer typically works in an office environment daily, as well as the Pierce County Correctional Facility and the Pierce County Courts. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Incumbents may be required to travel to various work locations.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required.

KNOWLEDGESKILLS, AND ABILITIES:

Knowledge of:

- Local, federal, state and private program resources and agencies related to Veterans programs.
- Operation of the Criminal Justice System.
- Extensive case management and assessment.
- Policies, procedures, and regulations applicable to Veterans programs.

Skill in:

- Interacting with clients who may have experienced war trauma, substance abuse, and extended episodes of homelessness and/or incarceration.
- Counseling to evaluate and act on offender crisis, assess offender needs, motivate offenders, and make recommendations to the court.
- Working with and coordinating services in association with a variety of non-profit organizations, transitional housing programs, therapeutic courts, correctional facilities and service organizations.

Ability to:

- Communicate effectively with those encountered in the performance of job duties.
- Make mathematical calculations and keep statistical data.
- Express ideas and recommendations effectively, orally and in writing; and to research and prepare detailed case histories and reports in a timely manner.
- Operate a computer, related office equipment and utilize various software applications.
- Be organized and work effectively/independently in a high stress environment.
- Work cooperatively and courteously with others.
- Work with court personnel to assess and address the unique needs of Veterans in therapeutic courts.

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MINIMUM REQUIREMENTS & SPECIAL QUALIFICATIONS:

- Veteran is highly desirable.
- Two years working directly with Veterans or transitioning service members and/or extensive case management experience required.
- Bachelor's Degree is highly desirable.
- Additional education or related experience which clearly, provides the applicant with the knowledge, skills and ability to perform the job may substitute for the recruiting requirements.
- Possession of or ability to obtain a valid Washington State driver's license within 30 days of employment or otherwise meet the travel requirements.
- Successful completion of a thorough background investigation, in accordance with RCW 43.43 is required prior to employment.