

SNOHOMISH COUNTY JOB DESCRIPTION

VETERANS SERVICE OFFICER - LEAD

Spec No. 6393

BASIC FUNCTION

To provide emergency assistance to eligible veterans and their families in accordance with Revised Code of Washington (RCW) and county procedures. To act as lead in the Veterans Assistance program unit with multiple subordinate staff.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Coordinates assigned programs to determine eligibility for emergency vouchers for veterans and/or their families; assists staff to assess needs and barriers, identify problems, and gather information regarding need and/or eligibility for community resources.
2. Prepares program plans, goals, and objectives, program budgets according to fund sources, and coordinates contract documents for veteran services as assigned.
3. Provides feedback on staff performance to assigned supervisor, and assists the supervisor in hiring selection process.
4. Assigns work to other members of the work unit and monitors progress of task accomplishment; oversees activities of student interns and/or volunteers as assigned.
5. Oversees the filing of claims with the Federal Department of Veterans Affairs.
6. Coordinates with the Snohomish County Jail to assure that veterans incarcerated in the jail are aware of the services available through the Veterans Assistance program.
7. Assures that staff assignments include outreach to outlying areas of the county for veterans who cannot travel to Everett.
8. Facilitates community coordination with veterans' organizations, other county departments and community providers to expand services available for veterans. Assures the Veterans Assistance program is represented at veterans' information fairs, stand-downs, and other venues that may reach veterans.
9. Oversees the expenditure of program funding to assure monthly targets are met. Also assures that vouchers are processed and vendors are paid in a timely manner.
10. Provides reports to Human Services' Behavioral Health and Veterans Division Manager and the Veterans' Assistance Fund Board as requested.
11. Serves as liaison with external funding sources and state organizations.
12. Designated as unit trainer as well as primary community partner trainer.

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Spec No. 6393

STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

13. Networks with corresponding program staff in surrounding counties to identify persons using veterans' assistance funds in more than one county; standardizes program procedures with those of other counties as needed.
14. Identifies new areas of concern regarding veterans' issues and needs and formulates options to respond including financial impact for the supervisor's consideration.
15. Interviews and trains VA work study students, interns and volunteers to assist staff in day to day activities.
16. Provides staff support to Veterans' Assistance Fund Board committees. Prepares program materials for committee meetings and assists the Board in their efforts.

STATEMENT OF OTHER JOB DUTIES

17. Performs related duties as required.

MINIMUM QUALIFICATIONS

Associate's degree in psychology, sociology, social work, social welfare, counseling and guidance, office administration or closely related field of study; PLUS two (2) years of experience performing office work with veterans' related services or community support services including one (1) year of supervisory or lead experience OR, any equivalent combination of training and/or experience.

SPECIAL REQUIREMENTS

Must be an honorably discharged veteran.

Must have a valid State of Washington Driver's License.

KNOWLEDGE AND ABILITIES

Knowledge of:

- managing and motivating work teams
- community collaboration practices
- standard office practices and procedures
- human services and governmental agencies, programs and resources
- VA Veterans Benefits and applicable RCW's
- public customer service

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KNOWLEDGE AND ABILITIES (Continued)

- how to gather and analyze program data—and calculate mathematical or statistical data
- develop veterans' services programs, plans for services and operations

Ability to:

- apply veteran relevant RCWs, SCC, and USDVA benefits and entitlements
- effectively interview clients, determine courses of action and evaluate individual progress
- plan, organize and coordinate work through subordinates and support staff; establish and maintain rapport with clients, guide them toward positive goals and communicate with them in both supportive and confrontational modes
- communicate effectively with people regardless of age, sex or social, economic or cultural backgrounds, including persons with social or behavioral problems
- express ideas and recommendations clearly and effectively both orally and in writing
- establish and maintain effective work relationships with humans service and veterans service system officials, community organization and agency staff, associates and other county employees and the public
- follow oral and written instructions
- maintain detailed records and prepare clear, concise written reports
- exercise initiative and judgment and make decisions within the scope of assigned authority
- read, interpret and apply work-related laws, rules and other regulations
- perform data entry, word processing and other computer related tasks
- operate a motor-vehicle

SUPERVISION

The position reports to a Division Manager as assigned. Work is performed with considerable independence and is reviewed through meetings, reports and results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment with trips to locations throughout the county to provide outreach to housebound veterans and to attend community meetings as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: June 2018
EEO Category: 5 – Paraprofessionals
Pay Grade: 239 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous