

SNOHOMISH COUNTY JOB DESCRIPTION

VETERANS SERVICE OFFICER

Spec No. 6182

BASIC FUNCTION

To provide emergency assistance to eligible veterans and their families in accordance with Revised Code of Washington (RCW) and county procedures. To connect veterans and their families to services available through local agencies and the Federal Department of Veterans Affairs.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Interviews veterans and/or their families to determine eligibility for emergency vouchers and related services; assesses needs and barriers, identifies problems and gathers information regarding need and possible eligibility for community resources. Documents eligibility and checks client database to determine status of veteran.
2. Issues vouchers for emergency financial assistance; enters required data into client database.
3. Assists clients in filing claims with the Federal Department of Veterans Affairs for VA entitlements and benefits.
4. Responds to requests from veterans incarcerated in the Snohomish County Jail for assistance in accessing veterans' services. Arranges for post jail release services that can include substance use disorder treatment.
5. Provides outreach to outlying areas of the county for veterans in need of emergency vouchers or other services who cannot travel to Everett.
6. Assists veterans, as needed, in developing plans that will help them become and remain self-sufficient.
7. Networks and collaborates with veterans' organizations, other County Departments and community providers to increase available services for veterans. Provides information and referral at veterans' information fairs, stand-downs, and other venues that may reach veterans.
8. Maintains computer based voucher system to track client data and voucher accounting and completes the voucher process in a timely manner to ensure prompt payment of vendors.
9. Networks with corresponding program staff in surrounding counties to identify persons using veterans' assistance funds in more than one county.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

10. Identifies new areas of concern regarding veterans' issues and needs; attempts to quantify anticipated program impact and adjusts allocations accordingly to meet the need.
11. Provides staff support to Veterans' Assistance Fund Board committees.

STATEMENT OF OTHER JOB DUTIES

12. 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; PLUS two (2) years of experience performing office work with veterans' related services or community support services; OR, any equivalent combination of training and/or experience. Must pass job related tests.

SPECIAL REQUIREMENTS

Must be an honorably discharged veteran.

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

KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures
- human services and governmental agencies, programs and resources
- public customer service
- VA Veterans Benefits and applicable RCW's
- 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
- 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

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KNOWLEDGE AND ABILITIES (Continued)

- 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 employee receives general direction from Lead in work unit or assigned supervisor.

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: July 1991 as Veterans Assistant

Spec No. 711713

Revised: December 1994, July 2004, June 2018

EEO Category: 5 – Paraprofessionals

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous