

## VSO Job Description

The Veterans Service Officer (VSO) is responsible for assisting veterans and eligible family members in the filing of compensation, pension, education, burial, and other claims with the VA. This individual performs outreach to veterans at senior centers, nursing homes, assisted living and resource fairs. The Veterans Service Officer also reviews, and processes claims for eligible veterans, including veteran or spouse dependent claims, disability claims, death benefits, education assistance, vocational rehabilitation, fiduciary accounts, medical services, debt waiver requests, and discharge upgrades. This involves obtaining supporting documentation, reviewing claims before filing, and assisting with appeals. The Veterans Service Officer coordinates activities with the VA Regional Office, Colorado Division of Military Affairs, as well as other State and local agencies.

This position operates on a flexible work schedule, dictated by the needs of Phillips County veterans while fulfilling the job responsibilities outlined below.

This position is hybrid, requiring remote work, in-office work, and field work as needed.

Hiring Range: Compensation will be determined by the anticipated state allocation. Any additional funding provided by the County will be determined each budget cycle.

### RESPONSIBILITIES

The Veterans Service Officer is responsible for:

- Conducting and documenting interviews of eligible veterans, family members, and related parties.
- Reviewing and processing pension claims for eligible veterans: including veteran or spouse dependent claims, disability claims, death benefits, education assistance, vocational rehabilitation, fiduciary accounts, medical services, debt waiver requests, and discharge upgrades.
- Obtaining supporting documentation, reviewing claims before filing, assisting with appeal(s).
- Coordinating activities with the VA Regional Office, Colorado Division of Military Affairs, as well as other state and local agencies.
- Participating in the Councils, Agencies, and Projects as needed.
- Reviewing and maintaining technical reference materials including Federal and state regulation and procedures utilized in claims and appeal process.
- Serving as the liaison with outside customers. Coordinates with VA Regional Office, Colorado Division of Military and Veterans' Affairs; collaborating with internal divisions such as Adult Protection, Long Term Care, Single Entry Point and other veteran programs within human services as needed on individual veterans or their dependents; performs outreach at senior facilities; and works with community agencies.
- Attending and participating in meetings. Meeting monthly with supervisor; attending mandated department meetings; attending mandatory yearly training; and attending meetings regarding veterans' issues.
- Other duties and responsibilities as assigned.

Knowledge, skills, and abilities that lead to success in this role include:

- Familiarity with benefit programs available to U.S. Veterans.
- Strong connections with relevant local agencies.
- Ability to conduct business in a variety of sensitive and stressful environments.
- High level of empathy and compassion for clients.
- Strong collaboration skills.

## QUALIFICATIONS

Minimum qualifications:

- Computer proficiency.
- Desire to assist veterans as they navigate the VA system.

Preferred qualifications:

- Honorably Discharged Veteran from the United States Military.
- Experience working with vulnerable populations with a variety of needs.
- Familiarity with Power of Attorney.
- Familiarity with veteran organizations and communities (e.g. VFW, AL, etc.)

Offer of employment is contingent upon successful completion of criminal history, motor vehicle report, education verification, and/or references.