

Job Description - Veterans County Service Officer (VCSO)

Position Title: Veterans County Service Officer
Job Family: County Judge
Reports to: County Judge
FLSA Type: Non-Exempt

General Summary: The Veterans County Service Officer (VCSO) is appointed by the Van Zandt County Commissioners Court and reports directly to the Commissioners Court in accordance with the Texas Government Code, Subchapter B, Section 434.031, and operates under the general direction of the laws, rules and regulations of the Department of Veterans Affairs (VA). The VCSO conducts benefits counseling; advises eligible military veterans, surviving spouses and dependents regarding federal and state benefits they may be entitled to. The VCSO prepares, presents and pursues compensation and pension claims, **at no charge to the claimants**, with supporting evidence designed to obtain the maximum allowable benefits for veterans, surviving spouses and dependents.

Essential Responsibilities and Job Functions:

- Advises eligible military veterans, surviving spouses and dependents regarding various federal and state benefits, to include referrals to other agencies for follow-up assistance.
- Exercises initiative and independent judgment in preparing fully developed claims by obtaining relevant documentation from sources such as National Personnel Records Center (NPRC), private doctors, and civilian hospitals, to include federal, state and local agencies.
- Obtains and reviews financial documentation to support pension claims for veterans and surviving spouses.
- Obtains and reviews service personnel records and service treatment records for medical evidence to include supporting statements from persons having knowledge of the veteran's disabilities from wounds, stress, injury, or disease that occurred while in service.
- Monitors compensation or pension claims to include claims for death benefits on behalf of the claimant with the appropriate VA Regional Office (VARO).
- Communicates with VARO and claimant-selected Veterans Service Organization (VSO) representative as needed to resolve problems with specific claims.
- Advises claimants regarding the appeals process on denied claims. Files non-frivolous claims with the appropriate VARO.
- Consults regularly with the Texas Veterans Commission (TVC) personnel on interpretation of U.S. Code Title 38, regarding laws, regulations, and policies affecting veterans' claims.
- Functions as an advocate for the claimant by coordinating with other agencies, organizations, and institutions regarding related benefits.
- Assists veterans in obtaining admission and treatment at VA Medical Centers and VA Counseling Centers.
- Coordinates with administrators of private nursing homes, assisted living facilities and retirement homes to assist residents with applying for VA benefits.
- Reviews military discharges and personnel records for combat related information and character of discharge issues. Advises veterans regarding discharge upgrade procedures.

(UPDATED October 1,2024)

- Coordinates with Congressional staff members regarding VA related issues within Van Zandt County.
- Performs other duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of accepted office practices, customer service and administrative procedures.
- Knowledge of federal, state and local laws relative to the VA, including the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act of 1974.
- Basic office skills are required. Writing skills are essential in developing claims, preparing supporting statements, filing appeals, and composing correspondence. The ability to read and comprehend legal and medical correspondence is essential.
- Must be computer literate with knowledge of fax machines, scanners, copiers and printers. A working knowledge of database management, document management and production reporting is preferred.
- Knowledge of claims processing will be maintained from training conferences, online study and by reviewing appropriate VA rules and regulations.
- Must be able to verbally communicate clearly and concisely.

General Qualification Guidelines:

Experience and Education

- Certification or Accreditation as a VCSO from the TVC is required.
- The VCSO must have served on active duty in a branch of the U.S. Armed Forces for at least four months, or have a service connected disability and been honorably discharged; ,,,idowed Gold Star Mother or unremarried widow of a serviceman or Veteran whose death resulted from service; spouse of a disabled Veteran who has a total disability rating based either on having a service connected disability rating of 100 percent or individual unemployability; Spouse of a retired Veteran who served a minimum of 20 years on active duty. (Texas Code 434.031)
- Valid Texas Driver's License.

Registration, Certification or Licensure

- Must obtain initial certification training by the TVC in compliance with Texas Government Code Subchapter B, Section 434.038 -within one (1) year of appointment. Annual certification or accreditation training is required for continued appointments to this position.

Physical Demand

Physical Demand Code*

Coordinating activities for veterans	Standing/Walking- Medium
For most tasks, typing, operating, the computer, writing correspondence, entering data, filing	Sitting/Standing- Light
Type, data entry, sort and distribute mail, write Letters, complete benefits forms, build files	Fine Dexterity - Light
Type, data entry, write, operate computer, read memos and regulations	Vision- Medium
Telephone, communicating with veterans, referring them to other offices, coordinating services	Talking/Hearing- Medium

***Physical Demand Code**

- 25% Time Spent on M- Medium
- 50% Time Spent on S - Light
- 50% Time Spent on S - Sedentary
- C- Continual

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Job Duties Currently Performed:

- **Machines, Tools, Equipment, and Work Aides**
Computer, printer, calculator, typewriter, telephone, letter opener, hole punch, stapler and remover
- **Environmental Factors** - None
- **Protective Equipment Required** - None
- **Non-Physical Demands**
Ability to work courteously and professionally and work closely with others.

Skills

- **Reading:** Forms and policies, budgets, regulations, resolutions, reports and requisitions.
- **Writing:** Letters, messages, correspondence to outside agencies, reports, etc., scheduling appointments.
- **Math:** General math
- **Reasoning:** Ability to follow instructions, use your own initiative to schedule own work and prioritize tasks.
- **Supervisory:** None
- **Managerial:** None
- **Interpersonal:** Ability to work courteously and professionally with the public, handles veterans' affairs and complaints diplomatically, and possesses a great customer service attitude.

Pre-Employment Requirements

Drug test required
Background check required

Work Scheduled Hours

Regular scheduled hours are determined by the Commissioner's Court. Other than normal office hours, the VCSO is available on an as-needed basis.

{UPDATED JULY 14, 2021}

NOTE: This job description covers the general nature and level of work being performed by employees holding this **position**. This is not intended to be a comprehensive listing of all duties and responsibilities required.

Employee Acknowledgement

This confirms that I, _____, have received a copy of my job description with Van Zandt County and Recognize that job duties may be changed, amended or supplemented at any time, and that such changes will supersede this job description.

Employee signature

Date _____