

**POWESHIEK COUNTY  
JOB DESCRIPTION**

		<b>Department:</b> Veterans Affairs
<b>Title:</b>	County Veteran Service Officer	<b>FLSA:</b> Non-Exempt
<b>Date:</b>	July 1, 2015	<b>Reports To:</b> Commissioners of Veterans Affairs

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**PURPOSE OF POSITION**

The Poweshiek County Veteran Service Officer (CVSO) ensures the availability of financial and related services to qualified veterans or their families who are eligible to receive benefits under the provisions of chapter 35B of the Code of Iowa and the United States Department of Veterans Affairs (VA).

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

*The following duties are typical for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.*

The CVSO meets monthly with the five-person Poweshiek County Veterans Affairs Commission keeping them apprised of current activities, budget concerns and future plans, and both Federal and State initiatives regarding veterans.

The CVSO interviews and assists eligible veterans, spouses, and dependents in completing the United States Department of Veterans Affairs (VA) applications, requests, and forms to obtain health benefits, disability pensions, dependents and survivor's benefits, and compensation available through the VA, assists veterans in applying for Social Security Supplemental Security Income (SSI).

The CVSO interviews and assists veterans, spouses, and dependents in completing applications for emergency financial assistance for food, utilities (electric, gas, water, and sewer), and rent/mortgage and submits these requests to the Commission for approval.

The CVSO fulfills transportation requests of eligible veterans to travel to and from VA Medical Centers and Clinics in Iowa for scheduled VA appointments in accordance with the Poweshiek County Veterans Affairs commission Policies and Procedures publication and the VA Volunteer Transportation Network (VTN) Passenger Agreement Form.

The CVSO will maintain case files for all veterans served including copies of all forms completed, DD-214 Discharge/Separation forms, and necessary vital statistics depending upon the benefits applied.

The CVSO will assist and process application for admittance to the Iowa Veterans' Home in

Marshalltown, IA.

The CVSO will assist eligible veterans and their families prepare Pre-Registration for Burial Determination Applications for internment in the Iowa Veterans' Cemetery in Van Meter, IA.

In accordance with Section 35B, Code of Iowa, the CVSO will maintain Iowa Department of Veterans Affairs (IDVA) Military Graves Records and forward copies of said records to the IDVA at Camp Dodge in Johnston, IA.

The CVSO will prepare annual budgets for approval by the Veterans Affairs Commission and the County Board of Supervisors.

The CVSO should have a working knowledge of both Microsoft Word and Microsoft Excel software programs as well as Adobe Reader/Writer software. The CVSO will also be familiar with basic internet and e-mail procedures.

## **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

CVSO candidates should have either a high school diploma or a General Education Degree (GED) equivalency. An Associate or Bachelor degree is preferred. The candidate must possess the same qualifications as provided in section 250.3 of the Code of Iowa for Commissions.

## **MINIMUM PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

### **Physical Requirements**

CVSO candidates should have manual and finger dexterity sufficient to use computer, keyboard, calculator, and other office equipment. Sensory requirements regarding numerical/clerical and forms perception, vision requirements (see numbers, figures etc.) at a distance of 20" or less are controlling, movement, or strength. However, there are times when visits to nursing homes and residences in the county are necessary.

### **Cognitive Demands**

CVSO candidates must understand the philosophy and principles associated with Veterans Assistance and Benefit Act and controlling federal, state, and county statutes and ordinances relating to benefits. In addition, the CVSO candidates should have a thorough knowledge of veterans' benefits, rights, privileges, and services over which the VA has jurisdiction.

Requires the ability to compare, copy, compile and compute data using clerical, numerical and form perception. Requires the ability to read, interpret and apply controlling rules, policies, and ordinances and related sources of information to determine client eligibility for various benefits and services. Requires the ability to solve practical problems which have standardized solutions. Requires basic math skills (addition/subtraction, multiplication/division).

## **Accreditation**

Within one year of selection, the new CVSO must attend the National Association of County Veteran Services Officers (NACVO) training and pass the NACVO end-of-course examination to become accredited. Thereafter, the accredited CVSO must meet the annual Continuing Education Units (CEU) provisions of Chapter 35B of the Code of Iowa as conducted by IDVA.

## **Language Ability & Interpersonal Communication**

The CVSO must possess speaking and listening abilities to effectively deal with a broad spectrum of veteran clients. This is primarily a customer service position so the CVSO must have the ability to interview clients, understand Department of Defense, VA, County, and State forms and documents to obtain background information and write appropriate documentation to present to the Veterans Affairs. Approximately, once each quarter, the CVSO will brief the County Board of Supervisors of their actions and future plans.

## **Environmental Adaptability**

Work is performed in an office environment and occupational hazards as such would not be significant. Visits to nursing homes and residences are sometimes required to interview veteran clients that are homebound.

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**I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.**

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**Employee's Signature**

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**Date**

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**Department Head**

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**Date**

**Poweshiek County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will consider reasonable accommodations for qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.**