



CUSTER COUNTY, COLORADO

205 S. 6th Street, PO Box 150
Westcliffe, CO 81252

JOB DESCRIPTION

Job Title: Assistant, Veterans Service Officer (VSO)

Status: Part Time

Introductory Period: 6 months

FLSA Status: Hourly/Non-Exempt

Supervision Received: Receives supervision and direction from Veterans Service Officer Director.

Supervision Exercised: None

The following statements illustrate the duties and responsibilities of the position. Custer County retains the right to change the duties and responsibilities of the position.

JOB SUMMARY

As the Assistant Veterans Service Officer (VSO), your primary responsibilities will encompass supporting the VSO in the education and guidance of veterans in navigating available resources. Duties will include conducting initial intakes for veterans and their families, creating web-based profiles, establishing Power of Attorney, responding to incoming calls and texts, and scheduling appointments. You will also be expected to prepare and submit claims on a limited basis as part of your role. Additionally, you must cultivate and maintain relationships with community partners and actively participate in community events. The ideal candidate should possess strong public speaking skills and practical communication abilities, as outreach is essential in informing veterans and their families about potential benefits and compensation. You must meet and maintain all accreditation requirements for a VSO as outlined in the Colorado Division of Veterans Affairs manual (August 2024).

ESSENTIAL FUNCTIONS:

- Conduct interviews with veterans and their dependents to evaluate their needs and eligibility for various benefits and services.
- Provide information and guidance on benefits such as disability compensation, healthcare, education, and housing programs.
- Assist clients in completing application forms and gathering the necessary documentation. Advocate on behalf of veterans to help resolve issues and navigate complex bureaucratic processes.
- Prepare and submit claims for veterans' benefits to the relevant government agencies.
- Monitor the progress of these claims, follow up with the agencies, and ensure they are processed promptly.
- Assist veterans in appealing any denied claims, if necessary.
- Engage in outreach activities to inform veterans and their families about available services and benefits.
- Organize workshops, seminars, and informational sessions to educate veterans about their rights and entitlements.
- Stay informed about any changes in veterans' laws and regulations to ensure accurate information is provided.
- Maintain accurate and confidential client records.
- Track and document the status of claims and services provided.
- Prepare reports on caseload and outcomes as required by the employer.
- Partner with other VSOs, government agencies, veterans service organizations, and community resources to provide comprehensive support for veterans.



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- Remain informed about local resources and refer veterans to the appropriate services, such as mental health counseling or job placement programs.
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KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of veterans' benefits and services, including VA programs, military discharge types, and eligibility criteria.
- Excellent communication and interpersonal skills to effectively interact with veterans and their families.
- Strong organizational skills and attention to detail for claims processing and record-keeping.
- Ability to work independently and as part of a team, collaborating with various agencies and organizations.
- Compassion, empathy, and a genuine desire to assist veterans in accessing the support they need.
- Knowledge of local and federal resources available to veterans is a plus.
- Familiar with relevant software and databases for claims processing and record management.
- Understanding of HIPPA and PII regulations to protect claimant information.

TOOLS & EQUIPMENT USED:

This position's responsibilities include using standard office equipment, such as a desktop computer and associated software.

WORKING ENVIRONMENT:

The duties for this position will typically be carried out in an office environment. This will involve interacting with staff, preparing reports, and engaging with the public and media.

The work environment characteristics described here represent what employees may encounter while performing the position's essential functions. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these essential functions.

The noise level in the workplace is generally moderately quiet.

PHYSICAL DEMANDS:

- To perform the essential functions of this job, employees must meet specific physical demands.
- Reasonable accommodations may be provided for individuals with disabilities.
- Employees must be able to sit, talk, hear, stand, walk, and use their hands for tasks requiring dexterity.
- They should regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.
- Accommodations can be arranged for applicants with physical challenges.



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- This position requires strong vision abilities, including distinguishing objects in various lighting conditions and possessing peripheral vision, depth perception, and color vision.
- The employee must frequently use office equipment and tools and converse in person or by phone. Occasionally, the role may involve stooping, kneeling, bending, crouching, crawling, twisting, and reaching.

MINIMUM EDUCATION / EXPERIENCE REQUIRED:

- Be a Colorado resident.
- Bachelor's degree in a relevant field (e.g., social work, counseling, public administration) is preferred but not required.
- Have served in the United States Army, Air Force, Navy, Marine Corps, Space Force, Coast Guard, or any auxiliary branch thereof, and have been honorably discharged therefrom, or be a discharged LGBT veteran per C.R.S. 28-5-103, or be an officer released from active duty with the armed forces and placed on inactive duty.
- Be a paid county employee, working for it for not less than 1,000 hours annually.
- Obtain and maintain VA accreditation with the Colorado Division of Veterans Affairs through the VA's Office of General Counsel.
- Obtain and maintain certification from the Colorado Division of Veterans Affairs.
- Utilize the Claims Management System prescribed by the Colorado Division of Veterans Affairs.
- Obtain a VA PIV card and utilize available VA systems.

Related experience and/or training or equivalent combination related to customer service and generating documents is preferred.

LICENSE OR CERTIFICATION REQUIRED:

Current Driver's License as travel may be required and background check

All job descriptions have been reviewed to ensure only the essential functions and basic duties have been included. Peripheral tasks, only incidental related to each position, have been included. The requirements, skills, and abilities included have been determined to be the minimum standards required to perform the position successfully. However, the duties, responsibilities, and requirements should not be interpreted as all-inclusive. Supervisors, as deemed appropriate, may assign additional functions and requirements.

In accordance with the Americans with Disabilities Act (ADA), it is possible requirements may be modified to accommodate disabled individuals reasonably. However, no accommodations that may pose serious health or safety risks to the employee or others or undue hardships to the organization will be made.

This job description does not constitute an employment agreement between the employer and the employee. It is subject to change by the employer as the employer's needs and requirements of the position change.

Employee Signature

Date

