

NOTICE OF POSITION OPENING

Job Title: Assistant Veterans Service Officer

Employer: The American Legion, Department of Connecticut

Job Location: VA Medical Center Campus, Newington Connecticut

Wage and Employee Benefits: Starting Salary: \$36,500. Vacations, generous Holiday schedule, sick leave. Relocation expenses are **not** provided.

Job Posting Date: 3 April – 19 May 2017

Job Description:

Applicant must be an Honorably Discharged veteran eligible for membership in The American Legion. The Assistant Department Service Officer (ADSO) functions as a counselor, advocate, educator and researcher for individuals applying to The American Legion for assistance in the VA claims process. The ADSO shall exemplify the high standards of The American Legion at all times. The ADSO provides information about a broad range of benefits and assists with applications for VA benefits and services. The ADSO shall perform casework and provide assistance in gathering requisite evidence from medical, military, community and other sources to support the claims and appeal process as necessary. The ADSO shall recommend further appeal when appropriate and provide representation as necessary during the VA benefit appeal process to include writing the appeal brief. The ADSO shall be competent in the interpretation and application of laws and procedures in order to provide the utmost in advocacy and professionalism. In the absence of the Department Service Officer, ADSO shall supervise the operation of the Department Service Office staff including volunteers. Candidates for this position may be required to sit for prolonged periods of time in a professional smoke-free atmosphere. All candidates should be available for occasional light lifting, extensive periods of reading and have the ability to travel when necessary. In addition, personal respect for one another and the clients we serve is a must.

Duties include but are not limited to:

- Counsels, advises and assists military service veterans, veterans survivors and their dependents.
- Conducts interviews and appropriate investigations to obtain a comprehensive case history. Uploads data and updates in -house database (VIMS) on a regular basis.
- Utilizes the Stakeholder Enterprise Portal (SEP) to provide a full range of advocacy services to clients using the electronic filing system.
- Must possess excellent writing skills. (Changes in the VA Appeals Modernization program require that Accredited Representatives write comprehensive briefs to the Board of Veterans Appeals)
- Exhibit ongoing competencies in the various and necessary computer programs utilized by the Department Service Office, The National Organization and the Department of Veterans Affairs.
- Reviews case files in electronic databases.
- Reviews cases with American Legion in the VA National Work Que (NWQ) on a daily basis.
- Becomes proficient in remote access programs for off-site casework.
- Assists in the annual training of Post Service Officers.

- Develops and maintains liaison with other veteran service organizations.
- Represents the interests of all clients for which The American Legion holds POA. .
- Interviewing clients in a compassionate, professional and confidential manner.
- Initiating an electronic case file in coordination with Service Office Staff and in cooperation with the VBA regional Office.
- Must have excellent interpersonal skills, and exhibit outstanding customer service.
- Works under the direct supervision of the Department Service Officer. Interacts professionally as a representative of The American Legion with individuals from the Department of Veterans Affairs and various federal, state and local agencies.
- Conducts outreach as authorized by the Department Service Officer.
- Reports to the Department Service officer and the Department Executive Committee as required.
- In-state travel is required. Out of state travel to attend DSO schools is required.

Requirements for the position:

- Honorably Discharged veteran who is or is eligible to become a member of The American Legion Department of Connecticut.
- Must be able to pass background checks required by the US Government.
- Must pass the Department of Veterans Affairs TRIPP training to gain a PIV card to access the facility and necessary VA programs.
- Must be able to gain and maintain accreditation through The National Organization to the Department of Veterans Affairs by attending Service Officer Training Schools conducted by The American Legion National VA&R Commission and successfully passing an accreditation exam.

Recommended Education and Training:

- Four Year Degree is desirable, but a two year degree from a certified college or university and/or equivalent experience in a related field will be considered. Medical, legal or customer relations experience helpful.

Missing documentation will disqualify the applicant. Complete applications will be evaluated and qualified candidates will be contacted for possible interview.

Required documentation: Must be received no later than 4:00pm on May 19, 2017.

- Cover Letter
- Resume
- Letters of Reference (minimum of two)
- Copy of transcript (as available, unofficial OK, or copy of degree)
- Proof of qualifying military service (copy of DD214 etc.)
- Provide a sample of writing skills
- Responses to KSA's.

REQUIRED KSA QUESTIONS:

Applicants should possess training and experience that clearly demonstrates the following knowledge, skills and abilities. This training and/or experience MUST be reflected by descriptions of your experience in your resume.

KSA 1. Ability to communicate (oral and written) effectively with individuals and audiences from many different backgrounds who have different levels of education and competence.

KSA 2. Ability to interpret and analyze material and reach well-justified conclusions from the analysis.

KSA 3. Skill in writing that reflects organization of subject matter and support for your position and conclusions.

KSA 4. Knowledge and skill of various computerized systems to schedule, search, identify, navigate, perform data entry, and compose word documents

KSA 5. Ability to conduct effective training and outreach programs.

KSA 6. Ability to function under supervision in a regulated team environment.

Veterans Preference:

- Equally qualified Legionnaires, who meet the requirements, shall be given preference.
- The American Legion is a nonprofit Veterans Service Organization and is **NOT** an agency of the State of Connecticut.

Completed applications and supporting documentation as described above may be submitted as follows:

By Mail:

The American Legion
Department of Connecticut
Attention: Assistant Service Officer Application
PO Box 208
Rocky Hill CT 06067

The American legion is an equal opportunity employer.