



**Job Title:** Veterans Service Officer  
**Department:** Community Services  
**Reports to:** Community Services Director  
**FLSA Status:** Non-Exempt  
**Salary Grade:** \$20.57 - \$26.74 (Part time 20 hours per week)  
**Location:** Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

---

### **SUMMARY OF MAJOR FUNCTIONS**

Under the direct supervision of the Community Services Director, the Veterans Service Officer assists American Indian and Alaska Native veterans, their spouses and dependents for the purpose of determining eligibility for benefits under federal or state laws or regulations. Provides technical assistance and advocacy for clients through the formal benefit claims and appeal processes. Works in conjunction with other agencies to foster effective working relationships.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Interviews and advises American Indian and Alaska Native veterans, their spouses, and dependents (Eligible Clients) on entitled rights and eligibility requirements for Military Veteran benefits under federal and state laws.
2. Interprets and explains relevant legislation. Determines eligibility for monetary and non-monetary benefits.
3. Assists eligible clients in obtaining veterans benefits by initiating and preparing claims and obtaining supporting documentation. Reviews claims for completeness and accuracy and helps submit claims.
4. Provides technical assistance and advocates for eligible clients through the benefit application process; monitors status of application; keeps client informed of status of claim as appropriate.
5. Researches, analyzes, and investigates denied benefit claims, collects, and develops evidence, and prepares and submits documentation in support of the formal appeals process; may prepare case and present evidence before hearings officers.
6. Acts as a liaison with other agencies for the purpose of reference and referral to help resolve client disputes or problems; identifies potential issues and refers client to appropriate provider; visits service providers or community agencies to educate on agency services or veteran's benefits; advises clients of available community resources.
7. Participates in professional development activities such as veteran's benefits related trainings and conferences; maintains current knowledge of benefits and related legislation regarding veterans and their dependents.
8. Represents the department with other agencies and at veterans related public events within the community; research information to promote the department and its services.
9. Maintain a variety of records, including preparation of reports concerning departmental operations.
10. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of the work requirements that may be inherent in the job.

### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting, raising, or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing and walking, climbing, or balancing, stooping, kneeling, crouching, or crawling. Work is performed in an office setting and occasionally outdoors. Occasional evening and weekend work are required. Will often be required to travel by automobile, commercial

or private carrier. Local travel is frequently required, statewide and national travel may be occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Knowledge of regulations on the confidentiality of medical records (HIPAA).
3. Interviews, advises veterans and their dependents on entitled rights and eligibility requirements for Military Veterans' benefits under federal and state laws. Interprets and explains relevant legislation. Determines eligibility for monetary and non-monetary benefits.
4. Provides technical assistance and advocates for clients through the benefit application process; monitors status of application; keeps client informed of status of claim as appropriate.
5. Researches, analyzes, and investigates denied benefit claims, collects and develops evidence, and prepares and submits documentation in support of the formal appeals process; may prepare case and present evidence before hearings officers.
6. Acts as a liaison with other agencies for the purpose of reference and referral to help resolve client disputes or problems; identifies potential issues and refers client to appropriate provider; visits service providers or community agencies to educate on agency services or veterans' benefits; advises clients of available community resources.
7. Participates in professional development activities such as veteran's benefits related trainings and conferences; maintains current knowledge of benefits and related legislation regarding veterans and their dependents.
8. Represents the department with other agencies and at veterans related public events within the community; research information to promote the department and its services.
9. Ability to exercise excellent organization, time management, analytical and critical thinking skills.
10. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
11. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
12. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

### **QUALIFICATIONS**

1. High School Diploma or equivalent required. An Associate degree in a relevant field preferred.
2. USDVA accreditation, or the ability to obtain with the first year of employment, required.
3. Previous personal or professional experience in navigating veteran claims, benefits and programs required
4. Knowledge of Current federal and state legislation, programs, and rules relating to benefits for military service veterans and their dependents.
5. Knowledge of programs and resources of other agencies serving veterans.
6. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
7. First Aid/CPR certification required or ability to obtain within 90 days of employment.
8. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.