

## **JASPER COUNTY JOB DESCRIPTION**

**Title:** Director / Administrator of County  
Veterans Affairs Office

**Dept:** Veterans Affairs

**FLSA:** Exempt

**Date:** January 13, 2022

**Reports To:** Veterans Affairs Commission

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### **PURPOSE OF POSITION:**

The Jasper County Director/Administrator of Veterans Affairs oversees and administers office operations including implementation of the Policies and Procedures of the Jasper County Veterans Affairs. Directs and coordinates Veteran assistance programs throughout Jasper County in accordance with Chapter 35B of the Code of Iowa. Assist Veterans and/or their eligible dependents in securing local, state, and federal benefits resulting from eligible service in the United States Armed Forces. Provides outreach services to Veterans and serves as a Veteran advocate in the community.

### **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.*

#### **Veterans Affairs knowledge of:**

1. Basic philosophy and principles underlying Veteran benefits and related legislation.
2. Federal, State and County statues pertaining to Veteran benefits.
3. Various resources available in the local community, state, and federally to assist Veterans.
4. Techniques of interviewing, including accurately collecting, evaluating, verifying and recording information.
5. English language to include grammar, spelling, sentence structure, vocabulary, and proofreading skills.

#### **Ability to:**

1. Work independently under limited supervision.
2. Make autonomous decisions regarding qualifying and disqualifying applicants for assistance, budget, and day-to-day operations.
3. Learn, apply, and articulate Veterans Affairs Commission Policies and Procedures.
4. Maintain confidentiality and security of information as appropriate.
5. Represent Jasper County and perform duties in a professional, responsible, and trustworthy manner.
6. Follow Code of Ethics of the National Association of County Veterans Service Officers.
7. Establish and maintain effecting working relationships with co-workers, clients, and other social service agencies, and members of the general public.

8. Interview and assist 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).
9. Interview and assist eligible 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.
10. Fulfill transportation requests of eligible veterans to travel to and from VA Medical facilities for scheduled VA appointments in accordance with the Jasper County Veterans Affairs Commission policies and procedures publication and the VA Volunteer Transportation Network (VTN) Passenger Agreement Form.
11. Make logical and accurate decisions based on interpretations of program rules, regulations, policies, and procedures.
12. Assess basic problems and make referrals to appropriate services.
13. Provide customer service that is courteous, professional, and responsive.
14. Communicate effectively with person representing widely divergent backgrounds, interests, and points of view.
15. Organize and prioritize multiple responsibilities to meet deadlines and adjust workloads to meet fluctuating priorities.
16. Collect data, keep accurate records, and prepare reports for the Jasper County Commission of Veterans Affairs, federal requirements, and County budgets.
17. Organize and present factual information and ideas or opinions clearly and concisely, in oral or written form.
18. Be detail-oriented when working with documents and information.
19. Understand oral and written instructions.
20. Communicate effectively, orally, and in writing, to individuals and groups, in formal and nonformal situations.
21. Use a computer for the purposes of data entry, word processing, spreadsheets, presentations, internet, and e-mail.
22. Operate office equipment to include an all-in-one printer (printing, copying, faxing, and scanning), and a calculator.
23. Have a working knowledge of Microsoft Word, Microsoft Office, Microsoft Outlook, and Microsoft Excel as well as Adobe Reader/Writer software.
24. Handle low to moderate levels of stress, meet deadlines and solve problems appropriate to the position.
25. Have clarity of speech and hearing which permits effective communication.
26. Have sufficient vision which permits moderate production and review of a wide variety of materials in both electronic and hardcopy forms.
27. Have sufficient manual dexterity to make handwritten notations and which permits moderate use of a keyboard and mouse.
28. Have sufficient personal mobility to complete work and attend meetings at various county facilities and other locations.
29. 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.
30. Assist and process application for admittance to the Iowa Veterans' Home in Marshalltown, IA.
31. Assist eligible veterans and their families prepare Pre-Registration for Burial Determination Applications for internment in the Iowa Veterans' Cemetery in Van Meter, IA.
32. In accordance with Section 35B, Code of Iowa, maintain Iowa Department of Veterans Affairs (IDVA) Military Graves Records and forward copies to the IDVA at Camp Dodge, Johnston, IA.

33. Meet monthly with the five-person Jasper County Veterans Affairs Commission keeping them apprised of current activities, budget concerns and future plans, and both Federal and State initiatives regarding veterans.
34. Prepare annual budgets for approval by the Veterans Affairs Commission and the County Board of Supervisors.

### **MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:**

Bachelor's degree and/or three (3) years of experience in social work or Veteran counseling OR any equivalent combination of education, experience and training which provides the required knowledge, skills, and abilities.

Special requirements include having a valid Iowa driver's license and insurability under county liability coverage. Shall require use of your private vehicle for official business. For the Director/Administrator position, it is highly desirable to be a Veteran per Chapter 35B.6 of the Code of Iowa. Must be a Jasper County resident within 1 year of employment.

### **PHYSICAL/MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

#### **Physical Requirements**

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.

#### **Accreditation**

Within one year of selection, the new Director/Administrator/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.

#### **Cognitive Demands**

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.

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).

Overnight travel is required for some training, must be willing to travel out of state by the best mode of transportation depending on where training is offered. Must be willing to attend the NACVSO training once a year if at all possible unless a conflict is apparent and approved by the Commission for nonattendance.

### **Language Ability and Interpersonal Communication**

Possess speaking and listening abilities to effectively deal with a broad spectrum of veteran clients. This is primarily a customer service position so the Director/Administrator/CVSO must have the ability to interview clients, understand Department of Defense, VA, State, and County forms and documents to obtain background information and write appropriate documentation to present to the Veterans Affairs. Approximately, once each quarter, the Director/Administrator/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.

### **SUPPLEMENTAL INFORMATION:**

Supervises: Part-time office staff or occasional volunteers.

Works with: Various County departments, outside agencies, veteran service organizations, and Commission of Veterans Affairs.

Physical/Environmental Conditions: Stand, sit, squat, kneel, bend, twist, and reach as needed. Odor from body, alcohol or tobacco may be present. The office door is to remain closed when meeting with clients to protect privacy, therefore, must feel comfortable enough with clients to follow these guidelines.

There are times when clients can be irrational. The position requires the ability to evaluate situations and be able to control or minimize possible confrontations. The clients may suffer from mental or physical conditions due to service time.

Provides outreach and attends numerous meetings and training which exposes the Director/Administrator/CVSO to weather conditions and driving hazards. There's also potential risk when visiting Veterans in their homes by their living conditions or mental state.

Work flexible schedule to include nights, weekends, or holidays for speaking engagements or appointments.

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# **Acknowledgement:**

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 position. While this list is intended to be an accurate reflection of the current position, 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 flexible hours, extended hours, 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.

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

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Applicant/Employee Signature

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Date

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Jasper County Representative Signature

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Date