

**Town of Natick
Job Description**

Position Title:	Veterans' Agent	Grade Level:	3
Department	Community Services	FLSA Status	Exempt
Reports to:	Director of Community Services		

Statement of Duties: Assists veterans in preparing applications for assistance, advocates on their behalf, and consults with families and other support networks to maximize community supports. Coordinates veteran's events and memorials for the Town of Natick. Serve as liaison with stakeholders, organizations and other interested parties.

Supervision Required: The employee works under the broad supervision of the Director of Community Services.

Supervisory Responsibility: The employee is responsible for the supervision of one part-time departmental assistant.

Accountability: Position is accountable for the performance of division staff and programming, and to ensure for the building of collaborative, cooperative and positive relationships with professionals inside and outside of government.

Judgment: Incumbent must exercise considerable judgment in the execution of her/his duties, requiring thorough knowledge and understanding of municipal policy, administrative best practices and any/all applicable laws or regulation.

Complexity: Work consists of a variety of responsibilities involving administrative, investigative, and counseling functions.

Confidentiality: Position will ensure for the appropriate management and protection of the confidential information of citizens interacting with program staff in compliance with applicable laws and regulations

Work Environment: The employee performs work in a normal office environment, not subject to extremes in temperature, noise, odor, etc., although some site visits to homes or other facilities may be required.

The employee experiences regular interruptions to help citizens; may spend periods at computer terminal, on telephone, or operating other office machines requiring eye-hand coordination and finger dexterity; may be required to lift and carry office files, documents, and records; and will be required to travel within the community and to neighboring towns.

Nature and Purpose of Contacts: Personal contracts are principally with veterans and their families for the purpose of providing assistance. Other contacts are with State and Federal officials, community service agencies, hospitals, home care agencies, etc. Addition contacts are with the Commission on Disability as well as employees, boards and committees and citizens

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with respect to ADA compliance and related issues.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Assists veterans in preparing applications for assistance; interviews veterans and dependents and counsels them on appropriate services and agencies available to them; and makes determinations as to the amount of aid to be allowed in each case, based on eligibility and budgetary standards.
- Investigates the financial, employment, medical and related conditions of veterans and their dependents to determine the extent of requested assistance, arranges for aid for veterans with employment offices, schools, hospitals and other agencies; and represents veterans and dependents at hearings before appeal boards adjudicating veterans aid and pension matters.
- Coordinates assistance efforts with other social service staff in the Human Services division and other local, state and federal public and private agencies as appropriate to ensure comprehensive delivery of the widest possible range of available services to meet the needs of the veteran and his/her dependents and family.
- Serve as Burial Agent and Graves Registration Officer for the purpose of securing burial allowances and grave markers, and for maintaining records of all veterans interred in the community; perform necessary administrative services, including the filing of periodic and special reports; and maintain records and correspondence.
- Serve as staff liaison to the Commission on Disability, providing them with staff support and guidance to assist them with the fulfillment of their mission.
- Serve as the Town's Americans with Disabilities Act Coordinator. Coordinate policies, programs, and responsibilities to assure compliance with the ADA and other federal and state laws and regulations pertaining to persons with disabilities; coordinate the Town's efforts to comply with Title II and investigate any complaints regarding the Town's failure to comply with Title II.

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Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- The Veterans' Agent must be an honorably discharged U.S. Veteran.
- Duties require two (2) to three (3) years experience in counseling, social work or a related field providing service to individuals on a one to one basis, and extensive knowledge of current laws, regulations and community resources.
- Duties require knowledge of veterans' affairs and laws pertaining to disabled population, and training and experience in counseling or social services.
- Certification as a Community Access Monitor is desired.
- Experience in municipal management preferred

Knowledge, Abilities and Skill

Knowledge:

- Considerable knowledge of State and Federal laws and administrative regulations relating to financial and other assistance and benefits for veterans and dependents.
- Working knowledge of community and regional resources and agencies available to veterans and ability to deliver services to veterans with compassion and confidentiality.
- Working knowledge of the requirements of the Americans with Disabilities Act.
- Knowledge of best practices in organizational effectiveness, communications, public relations and financial management.

Abilities:

- Ability to establish and maintain financial and other records.
- Ability to prioritize and carry out work independently.
- Ability to establish and maintain harmonious working relationships with others.
- Ability to communicate clearly and effectively with the public.

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Skill:

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

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