

## PROGRAM SPECIALIST (VETERANS AFFAIRS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position acts as a support specialist responsible for providing consultant services on veteran affairs matters and assisting with the administration and analysis of various programs providing services, information or assistance to veterans. Extensive contacts is developed and maintained with veteran service agencies and veteran groups to ensure the department keeps abreast of relevant developments. An incumbent of this class will also work to ensure a consistent and unified approach to veteran's issues. Supervision may be exercised over the work of a small number of professional and clerical workers as assigned on a project basis. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs administrative functions in support of the operations of the office;

Evaluates the delivery of services to veterans; prepares reports and recommendations thereon to ensure effective delivery and integration of services;

Confers periodically with county management and professional staff involved with veteran issues;

Makes regular visits with staff at the County Veterans Service Agency, cities Veterans Service Agencies where constituted, and at the Veterans Administration Regional Office to maintain effective liaison and to keep abreast with veterans affairs;

Assists in the compilation of materials and information related to veteran assistance research projects;

Responds to inquiries regarding information, services or assistance available to veterans;

Meets regularly with the Coordinator of Veteran Affairs to review countywide policies and activities regarding veteran affairs and to formulate and recommend new approaches as indicated;

Works with staff of other County departments and community agencies to plan and coordinate programs, services and special events for veterans;

Prepares periodic reports of unit activities;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of Federal and State laws relating to veterans affairs and benefits; good knowledge of the problems and issues related to veterans; good knowledge of job and provider resources available to veterans and their families; ability to work effectively with others; ability to prepare clear and concise reports; ability to communicate effectively, both orally and in writing; ability to identify potential problem areas and recommend solutions; ability to gather and organize pertinent data and to draw appropriate conclusions; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; resourcefulness; initiative; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either: (a) four years professional or paraprofessional experience in human services, counseling or social work; or (b) four years of experience working for a Veterans Service Agency where the primary function of the position was facilitating veteran's access to available services.

SUBSTITUTIONS: Undergraduate level education may be substituted for the above experience at the rate of 30 credit hours\* per year for up to four years. Experience gained as a volunteer in a Veteran's Service agency may also be substituted for the experience, but must be equivalent to a 35 hour a week, full-time position.

SPECIAL REQUIREMENT: Candidates must be a veteran of the United States Armed Forces.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

West. Co.  
J.C.: Competitive  
DRC31

Job Class Code: C2133  
Job Group: X