

# **Cass County Veterans Affairs Executive Director**

## *Job Description*

**Position Title:** Veterans Affairs Executive Director

**Accountable to:** Cass County Veterans Commission

### **Position**

Under indirect, occasional supervision, assists eligible veterans and/or their eligible family members with obtaining federal and state benefits, county services, and ensuring that indigent veterans and/or eligible family members have basic necessities of life in accordance with Cass County guidelines.

### **Qualifications and Essential Skills**

- Be an honorably-discharged U.S. military veteran
- Possess excellent interviewing skills
- Be competent in basic computer skills
- Be able to interpret program manuals and governmental regulations
- Be able to develop and manage budget
- Be able to communicate via the internet

### **Essential Duties**

- Counsels the client on federal benefits and eligibility. Acts as client's advocate when seeking benefits from the U.S. Department of Veterans Affairs (VA) by interviewing the veteran and/or family members to compile information from financial records, civilian medical records, and military personnel/medical records necessary for completing application. Assists in filing for all eligible federal benefits. Obtains vital records from other counties and states for submission to VA and/or Iowa Veterans Home.
- Composes annual budget and manages distribution of said funds by providing eligible veterans and their family members with the basic necessities of life.
- Maintain files on all veterans who utilize services provided by Cass County and generate reports for the Cass County Veterans Commission and the Cass County Board of Supervisors.
- Communicates with claimants and updates them on status of their VA claims. Maintains a federal claim-pending file and checks on status from VA Regional Office.
- Interviews clients to ascertain their eligibility for county veterans benefits. Ensures that the client has used all their potential resources and other available public assistance programs prior to issuing assistance. Ensures that guidelines and amounts of assistance rendered conform to the Cass County Veterans Emergency Assistance Ordinance.
- Keeps current on changes with VA regulations and laws to provide proper counseling and ensure proper filings for appropriate VA benefits.
- Regularly attends training provided by the U.S. Department of Veterans Affairs; the National Association of County Veterans Service Officers (NACVSO); and the Iowa Association of County Commission of Veterans Affairs and Veterans Service Officers (IACCVSO); and service organizations

- to learn about changes to VA regulations and laws pertaining to veterans issues.
- Composes original correspondence to federal and state agencies on behalf of veterans to request records, assistance, clarification, or question regulations and laws. Compose articles for news releases to inform veterans and/or their family members of federal benefits.
- Maintain an alphabetical listing of all veterans buried in Cass County and forward a copy of the Armed Forces Grave Registration to the Iowa Department of Veterans Affairs as required by the Iowa Code.
- Speak to veteran organizations and community service groups concerning types of assistance available and criteria for qualifying for VA or Cass County benefits.

## **Communication Skills**

- Ability to communicate, orally and in writing, effectively to groups and individuals in formal and non-formal situations
- Ability to handle visitor and public complaints, emergency situations courteously and responsively and to be tolerant and respectful of differing opinions.
- Ability to prepare news releases, fliers, bulletin boards and other basic publicity
- Ability to communicate effectively in writing to people of various ages and educational abilities
- including writing for display text, signage, brochures, newsletters, letters and reports
- Ability to design and maintain educational displays and, exhibits
- Ability to operate computers, audiovisual, photographic and other equipment necessary for
- program development
- Ability to make radio and TV presentations
- Ability to maintain good communication skills with fellow employees

## **Administrative Skills**

- Ability to work within a budget
- Ability to establish and evaluate long-term goals and objectives and to communicate needed changes to others
- Ability to organize and maintain effective working relationships with groups, organizations, the general public, and colleagues
- Ability to develop and implement a budget
- Ability to create and coordinate the efforts of citizen support groups
- Ability to suggest and implement policy changes regarding either program or facility management

## **Personal Attributes**

- Creativity
- Resourcefulness
- Initiative
- Flexibility
- Enthusiasm
- Willingness to grow and stay current in field
- Empathy

*I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of Veterans Affairs Executive Director for Cass County under the Cass County Veterans Commission and Cass County Board of Supervisors and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.*

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Employee Signature

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Chair, Cass County Veterans Commission

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Chair, Cass County Board of Supervisors