

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to Human Resources.

CHECK ONE:  NEW POSITION  EXISTING POSITION

Agency  
Number

**Part I - Items 1 through 12 to be completed by department head or personnel office. Items 13-17, DPS Use Only.**

1. Agency Name Kansas Commission on Veterans' Affairs		9. Position No. K0116642	10. Budget Program Number 694-7100	
2. Employee Name (leave blank if position vacant) Vacant			11. Present Class Title (if existing position) Human Services Specialist (Veterans Service Rep.)	
3. Division Kansas Commission on Veterans' Affairs			12. Proposed Class Title	
4. Section Veteran Services	For	13. Allocation		
5. Unit Kansas City, Kansas		Use	14. Effective Date	
6. Location (address where employee works) City Wyandotte County Cowley	By		15. By	Approved
7. (circle appropriate time) Full time X Perm. Inter. Part time Temp. 100 %		Personnel	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM	Office		17. Audit Date: By: Date: By:	

Position  
Number

**PART II - To be completed by department head, personnel office or supervisor of the position.**

18. If this is a request to relocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position serves as a Veterans Service Representative in a field office and maintains an itinerant schedule to multiple counties. This position informs and assists veterans and eligible dependents with benefits and entitlements under Title 38 of the U.S. Code regarding veteran's benefits.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
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Wayne Bollig	Public Service Executive III	K0205610
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Who evaluates the work of an incumbent in this position?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
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Same As Above

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

- a) a wide area of latitude in judgment is allowed this employee to complete the work while adhering to Title 38 of the U.S. Code.
- b) General instructions and guidelines, both verbal and written are provided at the time of employment regarding repetitive job duties, specific instructions are provided for unique situations.
- c) Assignments are made both orally and in writing to provide assistance to Veterans, eligible dependents and other individuals assisting veteran

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job

duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	This position exists to assist veterans secure and maintain a variety of entitlements governed by Title 38 of the U.S. Code of Regulations.
45%	<p><b><u>Operation of the Field Office:</u></b></p> <p><b>A. Interviews claimants and provides information, advice, and counseling to veterans, surviving spouses, their dependants, other interested parties who telephone or visit the field office, concerning compensation, pension, education, vocational rehabilitation, insurance, hospitalization, outpatient care, home loans, housing, tax exemptions, burial benefits and other benefits to which they may be entitled.</b></p> <ol style="list-style-type: none"><li>1. Refers clients to appropriate local, state or federal agencies and/or community service agencies in cases involving other veteran-related benefits.</li><li>2. Interprets and explains local, state or federal laws, rules and regulation pertaining to Veteran's benefits.</li><li>3. Advises and assists veterans and their surviving dependants in obtaining and presenting evidence to establish entitlements to veteran's benefits.</li><li>4. Assists clients in preparation and presentation of claim forms to the state and federal agencies.</li><li>5. Establishes and maintains ongoing contact with veterans and their surviving dependants, other interested parties, service organizations holding powers-of-attorney, or the Veteran's Administration about claims development and the status of pending claims. Acts as an advocate for the veteran and/or dependents by serving as a liaison between the claimant and the staff who are prosecuting claims or appealing benefits previously denied before the Veterans Administration.</li><li>6. Assists clients in preparing forms and responding to communications received from other agencies about veteran's benefits.</li><li>7. Makes home calls and visits to hospitals, nursing homes and convalescent homes to assist clients in completing and submitting necessary applications for veteran's benefits.</li><li>8. Attends meetings and addresses civic, veterans, and other community service organizations regarding veteran's benefits.</li><li>9. May prepares bulletins and reports publicizing the programs.</li></ol>
20%	<p><b>B. Develops a knowledge, where required to process claims of all types for other governmental benefits. Claims may included:</b></p> <ol style="list-style-type: none"><li>1. Compensation: (i.e., claims; aggravation; presumptive service connection; rates, etc.)</li><li>2. Pension: (i.e., applications; aid and attendance; income restrictions; etc.)</li><li>3. Special Service-Connected Benefits: (i.e., automobile; housing; prosthetics, etc.)</li><li>4. Medical: (i.e., hospital eligibility categories; nursing home; domiciliary; outpatient; etc.)</li><li>5. Education: (i.e., vocational rehabilitation; war orphans; dependents; etc.)</li><li>6. Life Insurance: (i.e., NSLI; government; conversions; loans; death applications, etc.)</li><li>7. Death Benefits: (i.e., widow's pension; DIC, burial; grave marker; National Cemetery; Insurance; burial squad; etc.)</li><li>8. GI Loans: (i.e., eligibility; financing; business, etc.)</li><li>9. Records: (i.e., Personnel Records Center, St. Louis; Hospital; Regional Office and office.)</li></ol>
15%	<p><b>C. Manages the Office</b> (Some duties performed only if clerical support is assigned to the office)</p> <ol style="list-style-type: none"><li>1. Provides oversight and review of clerical support work product. Teaches and trains individual(s) to perform tasks within their scope of authority relative to veterans' service benefits. Ensures the office maintains a professional atmosphere and that individuals seeking assistance are handled promptly and professionally. Ensures that privacy is maintained when and where necessary with sensitive situations.</li><li>2. Provides regular feedback to clerical support and completes the annual performance rating within required timeframes. Addresses any performance issues or training needs in a timely, pro-active manner. Seeks assistance with non-routine performance issues.</li><li>3. Schedules hours of work for clerical support. Reviews and authorized requests for time away from work. Communicates to appropriate individuals when absences require the closing of the office.</li></ol>

- Reviews and submits in a timely manner the bi-weekly timesheets following agency procedure.
4. May serve as a member of an interview team when a position is vacant within the agency.
  5. Sets a good example of professionalism and punctuality.
  6. Within reason, works to diffuse potential explosive situations with individuals who are seeking assistance. Is proactive to take measures to insure the safety of others within the premises.
  7. Ensures adherence to policies regulating state owned and operated equipment to be used for job related activity.
  8. Reviews, implements and adheres to agency Internal Management Policy and Procedures (IMPP's), as well as local, state and federal applicable rules and regulations. Practices sound record keeping principles and practices. Exercises initiative and sound independent judgment within the established guidelines.
  9. Maintains accurate files and records and ensures the office filing system is maintained and current. Archives records as specified by agency policy. When appropriate to do so, properly disposes of documents in a manner that protects sensitive information.
  10. Organizes, coordinates and prioritized work activities to ensure deadlines are met and follow up is performed with minimal supervision.
  11. Operates standard office equipment, including typing with sufficient skill to complete forms.
  12. Operates a personal computer and other associated hardware with sufficient skill to enter data, read and submit e-mail traffic, and research job related information. Follows state and agency policies regarding the use of state owned computers.
  13. Establishes and maintains effective working relationships, both orally and in writing, with those contacted in the course of the work, ensuring that courteous and professional communications are in existence at all times.

10%

**D. Assist Admission Process for the Kansas Soldiers' Home and Kansas Veterans' Home and provide information regarding burial at one of the state veterans' cemeteries.**

1. Coordinates and communicates with appropriate staff at homes to provided interested parties information regarding the admission criteria to one of the homes. Mails information packets as requested.
2. May include basic information regarding the homes during meetings or presentations with civic, veterans, and/or other community service organizations.
3. Coordinates and communicates with appropriate staff at either the Winfield, Fort Dodge or WaKeeney veterans cemeteries regarding burial eligibility and services for an eligible veteran and/or dependent.

10%

**F. Miscellaneous**

1. Represents the KCVA as a liaison to activities which equate with other education and training professionals, promote and encourage exchanges of information and support, raise awareness of the professional nature of the approval function that serves in the best interests of the Veterans
2. Maintains up-to-date publications.
3. Performs other duties as may be requested by the supervisor, Executive Director or State Approval Agency Program Consultant. This may include compiling statistics and information in report form.
4. Attends training as required by the agency.
5. May represent the agency and provide information at a booth during a job fair or career exposition
6. Perform outreach duties, establish liaison and work as closely as practical and possible with other agencies and community service providers to obtain referrals and assist potential beneficiaries.
7. Participate in area programs, speak to civic or professional organizations, and provide benefits information training to such groups as county service officers and congressional offices. We should also use local news media and take advantage of special opportunities on both public and commercial stations.
8. Cooperate with and use the services of any Federal, State or local department or agency that will assist us in carrying out our outreach responsibilities. Employees should, where appropriate, make referrals to other agencies or community organizations who offer services.

- Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- Plans, staffs, evaluates, and directs work of employees of a work unit.
- Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Title** **Position Number**

23. Which statement best describes the results of error in action or decision of this employee?

- Minimal property damage, minor injury, minor disruption of the flow of work.
- Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- Major program failure, major property loss, or serious injury or incapacitation.
- Loss of life, disruption of operations of a major agency.

Please give examples.

An error on the part of this employee could result in the delay of benefits to clients, which could adversely affect their livelihood.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with Veterans and others who need assistance in completing applications for V.A benefits. Contact with officials or other State Agencies will seldom be necessary. Contacts are made on a regular basis with G.I. bill coordinators at colleges, universities, businesses and vocational training programs regarding the state approval agency program. Contacts with civic groups are made on occasion as requested to present and inform individuals of benefit entitlements.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves normal everyday hazards or discomforts typical of an office. Comfortable levels of temperature, ventilation, lighting and sound are inherent. Exposure to deviations from pleasant environmental conditions is only occasional.

The likelihood of injury is remote; however, hazards and risks always accompany any job that deals with clients who are applying for gratuitous benefits. Clients can become irate if they are not properly handled or due to various medical conditions and medicines, individuals may demonstrate aggressive behaviors and become hostile, sometimes in the presence of other individuals seeking assistance or in a one-on-one situation. The job will involve a high degree of stress and possible stressful situations. Frequent, heavy use of the telephone and the computer will be common. Work may be stressful in the respect that it requires a high degree of thoroughness, attention to detail, self-discipline, patience, objectivity, and mental toughness to deal with multiple, diversified issues within an individuals claim and the subsequent administrative process while often dealing personally with claimants who have serious medical/health issues or their families who are grieving.

On occasion 1) may be required to alter the time normally taken for a lunch period, 2) may be required to stay late or adjust work hours for purposes of training, veteran home visits, homeless stand downs, military re-integrations, or other reasons determined essential by the manager and 3) may be required to work all or part of a state declared holiday due to a memorial service or ceremony (i.e. Memorial Day or Veterans' Day).

Travel is required for this position for itinerant travel. Employee is required to maintain dependable transportation for these trips and will be reimbursed as outlined by state accounting policies. One-day trips within the state are frequent and encompass normal road hazards.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

<u>Equipment/ Daily Use</u>				
Personal Computer	Copy Machine	Calculator	Telephone	

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Printer

Typewriter

Various small office equipment

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**PART III - To be completed by the department head or personnel office**

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27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General

Requires a high school diploma or GED and job knowledge at an entry level in human services assistance. Job knowledge may be supplemented by training and/or experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

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Education or Training - Special or professional

Must achieve and maintain accreditations by veterans service organizations participating in the Veterans Claims Assistance Program Service Organization Grant and the Kansas Commission on Veterans' Affairs as a Veterans Service Officer. Must successfully complete the national association of county veterans' service officers training and continuing education requirements of the cross-accrediting veterans service organizations within one year of being hired.

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License, certificates and registrations

Must maintain a Valid Drivers' License

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Special knowledge, skills and abilities \* Required at Entry

*Knowledge of: 1) federal and state laws, rules, and regulations relating to special benefits and services for veterans and their dependents, 2) the methods and procedures for obtaining veterans benefits and services, and 3) medical terminology pertaining to mental and physical disabilities.*

*Abilities to: 1) prepare and present an effective case for the granting of veterans' benefits, 2)\*conduct interviews with veterans and their dependents to obtain accurate and complete information, 3)\*establish and maintain satisfactory relationships with veterans, their dependents, veterans' organizations, and governmental agencies, 4)\*prepare reports and make recommendations, 5)\*work effectively with schools, hospitals and nursing homes, 6)\*communicate effectively, both orally and in writing.*

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Experience - Length in years and kind

Prefer one year of experience providing information to individuals regarding available benefits to veterans and eligible dependents under Title 38 of the U.S. Code of Regulations.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

1. As required by K.S.A.73-1210a, "Any veterans service representative appointed by the executive director of the Kansas Commission on veterans affairs shall be an honorably discharged veteran or retired from the United States armed forces."

2. Must successfully complete a criminal history records check. Fingerprints shall be used to identify the final candidate and will be submitted to both the Kansas Bureau of Investigation and Federal Bureau of Investigation to determine whether the candidate has a record of criminal history in this state or another jurisdiction.

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Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Personnel Official

\_\_\_\_\_  
Date

**Approved:**

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Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority

\_\_\_\_\_  
Date