

**DIRECTOR OF VETERANS' SERVICES/
VETERANS' SERVICES OFFICER/
BURIAL AGENT**

JOB DESCRIPTION/DUTIES AND RESPONSIBILITIES

Definition:

Public welfare and social work in managing the local Department of Veterans' Services while directing, managing and providing services and benefits to veterans and their dependents; administrative function and all other related work as required and authorized by the Massachusetts Commissioner of Veterans' Services.

Distinguishing Characteristics:

Works independently and in accordance with Massachusetts General Laws (MGL), Chapters 115 and 471, Acts of 1972 and 108 CMR. Performs only those duties assigned and/or authorized by the Commissioner of Veterans Services. Reports to the Massachusetts Commissioner of Veterans' Services and to the Mayor, Town Administrator, or Chairman of the Board of Selectmen, or their designee, following and subject to appointment by the Mayor or Board of Selectmen, in accordance with MGL 115: Sections 3, 10, and 14; 108 CMR; Rules and Regulations of the United States Department of Veterans' Affairs and applicable Massachusetts and Federal Laws.

Prepares and submits appeal cases for veterans and their dependents and appears before the Board of Veterans' Appeals on their behalf.

Performs varied and responsible duties requiring considerable judgment in disbursing and administering a program of cash benefits, medical care, and all other assistance services to eligible veterans and their dependents. Acts as liaison between State and U.S. representatives on behalf of veterans and their dependents. Where applicable, advocates changes in State and Federal laws to benefit veterans. (Errors in judgment could result in financial hardship, confusion and reduced standard of living to the local eligible veterans and their dependents).

Essential Functions:

Manages and participates in the administration of various veteran's benefits available to eligible veterans and their dependents from the Massachusetts Department of Veterans' Services and the U.S. Veterans Administration to include employment; service and non-service connected pensions; disability compensation; hospitalization; long-term care; outpatient treatment; vocational rehabilitation; education and other State and Federal benefits available under State and Federal Laws.

In accordance with 108 CMR, prepares and processes applications for veteran's ordinary benefits; prepares and processes medical budgets; directs and conducts periodic investigations of claimants for continuation of benefits; places property liens where appropriate; researches and recoups payments.

Prepares and submits timely to the Department of Veterans Services proper documentation required for reimbursement of benefits paid out by the appointing municipality.

Investigates and personally visits local recipients of pensions, awards, annuities, and financial aid to determine their continued eligibility to receive them.

Briefs veterans by providing informational material and advice concerning assistance and benefit opportunities completes necessary applications and other forms and acquires documentation needed to prove eligibility. Prepares monthly and quarterly reports to account for funds; reports to appropriate State agencies to acquire reimbursements; prepares and manages departmental budget; maintains accurate records of expenses and account balances; compiles and submits departmental Annual Report to local authorities and to the Commissioner of Veterans' Services.

DVS Form 042700

Acts as Power of Attorney for veterans in researching and processing cases to the Rating Review Board, Department of Veterans' Services.

Maintains secured files in private office for veterans' service records and discharge papers as required by Section 115, Section 3.

Acts as focal point for and manages the flag program (display, use and disposal of the flag of the United States of America) under Title 36 U.S.C. 171-178 and Public Law 93-344. Plans, organizes, controls, directs and coordinates Memorial Day, Veterans' Day and other public ceremonies to recognize veterans and their contributions to our Country.

Serves as burial officer for indigent veterans and their dependents. Coordinates with undertakers to ensure dignified burial of veterans and their dependents.

If a resident of the community, serves as Veterans' Graves Officer in ensuring all veterans' graves are suitably kept and cared for. Ensures sunken gravestones are repaired and replaced or other similar services that may be necessary to restore and maintain such graves and their surroundings in an orderly condition. Procures and arranges placement of burial markers; maintains a current listing of deceased veterans and their burial sites. On each Memorial Day, ensures a flag of the United States is placed on each veteran's grave in local cemeteries.

Attends seminars and training programs conducted by the Department of Veterans' Services, the Massachusetts Veterans Services Agents Association, and others so authorized, to maintain proficiency and to keep abreast of changes in law regulations and procedures.

Serves as liaison to local Veterans' organizations (e.g., American Legion, VFW, etc.) and insofar as possible is an active participant in their organizations' activities.

Prepares and presents briefings to government officials or agencies, veterans organizations, or public gatherings.

Special Requirements:

Work usually performed in a private office under typical office conditions; visits to housebound veterans and those confined to hospitals or nursing homes required; intermittent work outdoors at cemeteries and veterans' memorials and placement of U.S. flags in appropriate locations to be conducted in variable weather conditions. (Such outdoor work may be suspended during extreme inclement weather.)

Required to maintain a high degree of confidentiality in case management (Privacy Act of 1974) and in office privacy.

Must be a veteran of the Armed Forces of the United States having served at least one day during wartime and conform to requirements of MGL Ch. 115; Ch. 471, Acts of 1972; Ch. 4 S7; Cl. 43rd.

Knowledge. Must develop a thorough knowledge of State and Federal laws pertaining to veterans and their dependents; methods and principles of veterans' benefits assistance; casework and administration; resources of other local, State and Federal agencies. Working knowledge of medical terminology and drugs. Interpret and properly apply medical procedures codes used in the Massachusetts Health Care Finance Policy (Rate Setting Commission).

Ability. Able to establish effective working relationships with applicants; recipients; local, state, and U.S. legislators; other Government agencies; veterans' organizations; and the general public. Prepare requests for reimbursement; present briefings; administer departmental budget; provide annual departmental activities report to local authorities and to the Commissioner of Veterans' Services; preserve confidential information; work with local, state, and federal service providers.

Skill. Qualified to prepare specialized documentation and to manage an administrative workload associated with extensive responsibilities including the development of outreach programs and the operation of pertinent computer programs.

Physical Requirements:

Minimal physical effort generally required for work performed in the office. Ability to speak clearly and hear well when interviewing clients. Physical ability to visit homes and facilities that may not be handicapped accessible. Light physical effort occasionally required in the performance of outdoor events and grave maintenance duties. Occasionally will be required to walk and stand for extended periods of time.