



COUNTY OF HUMBOLDT

AGENDA ITEM NO.

C-8

For the meeting of: June 9, 2015

Date: May 14, 2015
To: Board of Supervisors
From: Phillip R. Crandall, Director
Department of Health and Human Services
Subject: Modification of job class specifications for Veterans Service Representative

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the revised job classification specifications for the 40 hour job class of Veterans Service Representative (salary range 336, class 0675), effective immediately.

SOURCE OF FUNDING:

Social Services Fund

DISCUSSION:

At the request of Department of Health and Human Services (DHHS), the Human Resources Department conducted a classification review for Veterans Service Representative. The review was requested for the purpose of determining the appropriateness of modifying the job class description. The intent is to require accreditation by the United States Department of Veterans Affairs (USDVA) through the California Department of Veterans' Affairs (CDVA) pursuant to Title 38, Code of Federal Regulations (CFR), 14.629 within the classification; as required by the State of California.

Prepared by Yvonne Winter, Deputy Director - ES

CAO Approval

REVIEW:

Auditor

WJH

County Counsel

Personnel

DL

Risk Manager

Other

TYPE OF ITEM:

☒ Consent
☐ Departmental
☐ Public Hearing
☐ Other

PREVIOUS ACTION/REFERRAL:

Board Order No. _____

Meeting of: _____

BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT

Upon motion of Supervisor Bohn Seconded by Supervisor Bass

Ayes Sundberg, Lovelace, Fennell, Bohn, Bass
Nays
Abstain
Absent

and carried by those members present, the Board hereby approves the recommended action contained in this Board report.

Dated:

By:

Kathy Hayes, Clerk of the Board

In order to meet the criteria required by the State of California to assist and administer veterans with their claims; and to obtain annual State funding from CDVA, this position will require the incumbent to obtain and maintain accreditation certification within one year of being hired. In adding this certification requirement it will ensure that the County remains in compliance.

The additional requirement added to the position description does not substantially change the responsibility level of the position; therefore no additional salary range is recommended.

FINANCIAL IMPACT:

The request to revise the Veterans Service Representative classification will have no financial impact to Budget Unit 599, Fund 1160, in fiscal years 2014-15 and 2015-16. The current salary range for this classification is 336 and starts at base step 1A or \$33,538.44.

Approving this agreement will support the Board's Strategic Framework by providing and maintaining infrastructure and by protecting vulnerable populations.

OTHER AGENCY INVOLVEMENT:

County Human Resources

ALTERNATIVES TO STAFF RECOMMENDATIONS:

None

ATTACHMENTS:

County Human Resources Memo
Veterans Services Representative Job Description

VETERANS SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, counsels veterans and family members and assists them in obtaining their full range of services and benefits; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a technical specialty class which requires a knowledge of plans, services, benefits and options available to veterans, surviving spouses and dependents. Responsibilities require the regular use of independent judgment, initiative and discretion, as well as the ability to deal successfully with individuals from various socio-economic groups. This class is distinguished from Veterans Service Officer in that the latter has overall program management and supervisory responsibility.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides information, advice, and counseling to veterans, surviving spouses, their dependents, and other interested parties, 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.
- Refers clients to appropriate local, state, federal and/or community service agencies in cases involving other veteran related benefits.
- Interprets and explains local, state or federal laws, rules and regulations pertaining to veteran's benefits.
- Acts as an advocate for the veteran and/or dependents by representing the veteran or dependent before the Veteran's Administration in pursuing claims or in appealing for benefits previously denied.
- Advises and assists veterans and their surviving dependents in obtaining and presenting evidence to establish entitlement to veteran's benefits.
- Assists clients in preparation and presentation of claims forms to the state and federal agencies.

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- Establishes and maintains ongoing contact with veterans and their surviving dependents, other interested parties, service organizations holding powers-of-attorney, or the Veteran's Administration about claims development and the status of pending claims.
- Assists clients in preparing forms and responding to communications received from other agencies about veteran's benefits.
- Makes home calls and visits to hospitals and convalescent homes to assist clients in completing and submitting necessary applications for benefits.
- Attends meetings and addresses civic, veterans, and other community service organizations regarding veteran's benefits, including compiling and submitting activity reports.
- Prepares bulletins publicizing the program; maintains records and prepares reports of work performed.

QUALIFICATIONS

Knowledge of:

Benefits, services and programs available to veterans, surviving spouses and dependents.
Applicable laws, rules and regulations.
State, federal and community organization available to provide services to veterans and their dependents.
Record keeping principles and practices.
Office administrative principles and practices, including filing and the operation of standard office equipment.
Basic business data processing principles and the use of personal computing equipment.
Business arithmetic including percentages and decimals.

Skill in:

Interpreting, explaining and applying complex rules and policies.
Acting as a successful advocate for veterans and their dependents.
Maintaining accurate files and records and preparing reports.
Researching and summarizing informational materials.
Organizing, coordinating and prioritizing work activities, meeting deadlines and following up on activities with a minimum of supervision.

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Exercising initiative and sound independent judgment within established guidelines.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

Operating standard office equipment, including typing with sufficient skill to complete forms and enter information into a computer system.

Other Requirements:

Must possess a valid California driver's license.

Special Requirement:

Within one year of employment, the incumbent must be accredited by Veterans Affairs (VA) as an agent, attorney, or representative of a VA-recognized veteran's service organization to assist in the preparation, presentation, and prosecution of a claim for VA benefits. 38 U.S.C. §§ 5901-5902, 5904; 38 C.F.R. § 14.629).

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is:


Two years of fiscal, legal or general office support work at a level equivalent to the County's classes of Fiscal Assistant II, Legal Office Assistant II or Office Assistant II.

COUNTY OF HUMBOLDT

Inter-office memo

DATE: May 11, 2015

TO: Yvonne Winter, Deputy Director ES- DHHS

FROM: Becke Perry, Human Resources Analyst 

SUBJECT: **Classification review for a position within DHHS to add an additional certification to specified positions within classification.**

At your request, the Human Resources Department conducted a classification review for Veterans Service Representative. The review was requested for the purpose of determining the appropriateness of modifying the job class description. The intent is to require accreditation by the United States Department of Veterans Affairs (USDVA) through the California Department of Veterans' Affairs (CDVA) pursuant to Title 38, Code of Federal Regulations (CFR), 14.629, within the classification; as required by the State of California.

The classification review included conversations with Veterans Service Officer, Rena Maveety, with additional information provided by Rena Maveety.

Although the fundamental duties of the position will not change, in order to meet the criteria required by the State of California to assist and administer veterans with their claims, and to obtain annual State funding from the California State Department of Veterans Affairs, this position will require the incumbent to obtain and maintain accreditation certification within 1 year of being hired. In adding this certification requirement to this classification it will ensure that the County remains in compliance.

Upon review, Human Resources is recommending that the position description for Veterans Service Representative be modified to include the additional certification as described above.

Because the additional duties added to the position description do not substantially change the responsibility level and qualifications for the position, no change in salary range is recommended.

You will need to prepare a report to the Board of Supervisors with the following specific recommendation:

"That the Board of Supervisors: Approve the revised job class specifications for the 40 hour job class of Veterans Service Representative (salary range 336, class 0675), effective immediately."

For informational purposes, please attach a copy of this report and the attached recommended revised specifications for Veterans Service Representative to your report to the Board of Supervisors.

A copy of the revised classification description is attached.

If you have any questions please feel free to give me a call at 476-2349.