



Veterans Services Director

Category: Exempt
Pay Grade: E21
Job Code: 18153

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs highly responsible management and administrative work directing and managing the Pinellas County Veterans Services Programs; administers and coordinates the programs, plus develops policies and procedures for review and approval by the Director of Human Services or designee; exercises supervision over professional and clerical support staff engaged in counseling and provides assistance to veterans and veterans' dependents in preparing, filing, and appealing benefit claims; performs outreach to recruitment of homeless veterans and their families; maintains contact with national, state, and local organizations concerned with veterans.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, directs, coordinates, and supervises activities of personnel engaged in providing County assistance to veterans and their dependents and establishes policies and procedures for department operations;
- Interprets pertinent federal laws and Department of Veterans Affairs rules and regulations adopted to clarify laws relating to veteran benefits;
- Directs and supervises an outreach program for veterans and their dependents who reside in the County;
- Assists subordinates, veterans, and their dependents to interpret medical terms and procedures;
- Prepares periodic reports and maintains accurate records;
- Completes Performance Development Plan with staff with a focus on Quality Improvement Initiatives;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Must be a veteran (or the surviving spouse of any such veteran) and meet the requirements in Title 38, U.S. Code and Florida Statute 292.11 applicable to Florida county veteran service officers and possess an Associate's Degree plus eight (8) years of administrative experience that includes five (5) years of experience counseling veterans and others about veterans benefits, public assistance, employment, vocational programs, health care, personal counseling, or directly related field that includes supervisor or manager experience; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to successfully complete training prescribed by the Florida Department of Veterans Affairs.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of veterans services administration processes, laws, rules, and regulations;
- Knowledge of federal, State of Florida, and local laws and guidelines pertaining to veterans services;
- Knowledge of the principles of management and supervision;
- Knowledge of laws, rules, and regulations applicable to County government;
- Ability to develop and implement progressive policies and practices to achieve veterans services objectives;
- Ability to supervise a diverse staff responsible to implement a comprehensive mix of services for veterans;
- Ability to establish and maintain effective working relationships with administrative officials, associates, and the general public;
- Ability to prepare and deliver instruction and learning plus lead individuals and groups to meet desired objectives;
- Ability to effectively communicate both orally and in writing to groups and individuals.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.