



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP#16-144
June 1, 2016**

**NOTICE OF VACANCY
June 1, 2016**

POSITION: Assistant Veterans Service Officer

DEPARTMENT: Human Resources/Veterans

SALARY: \$34,877 - \$41,669

HOURS: Monday – Friday 8:30am to 5:00pm

Job Purpose:

This position is responsible for the management and administration of Federal, State and local benefits and referral services to assist veterans, widows and dependents in accordance with MGL CH. 115; and perform all other related or similar duties as required. Assists in the outreach, education and administration of benefits to Framingham veterans, develops recommendations and makes referrals to other agencies, handles inquiries from the public with the highest level of customer service, analyze and ensure medical bills are in compliance with DHCF regulations for clients and prepare monthly and daily reports as required.

Organizational Scope:

Employee reports to and is supervised by the Framingham Veteran's Services Director, in accordance with Massachusetts General Laws Chapter 115 and Commonwealth Massachusetts Regulation 108. Consults with the Commonwealth's Department of Veterans Services (DVS) where clarification, interpretation, or exception to state policy may be required. The employee is also expected to attempt to resolve all conflicts which arise and coordinate with others as necessary.

Confidentiality: Employee has frequent access to a wide variety of confidential information such as client's detailed financial and medical records, Military discharge and employment records, VA compensation and pension claims, any and all sources of income all obtained during performance of regular position responsibilities records in accordance with HIPAA and the State Public Records Law.

Accountability: Consequences of errors or poor judgment may include missed deadlines, delay of essential services, potential injury, public health risk, legal repercussions, and adverse public relations. Loss of reimbursements from Commonwealth DVS.

Judgment: Work requires the employee to examine, analyze, and assess facts and circumstances surrounding an individual's Chapter 115 transactions, issue or crisis situations. The employee needs to use guidelines of a large body of policies, practices, and precedents and independent judgment in analyzing these situations to determine appropriate actions.

Major Responsibilities:

Meet with Veterans and/or their dependents. Accept applications and make initial determinations of eligibility benefits and processes applications for benefits and related paperwork as required by the Commonwealth's DVS.

Calculate clients benefit check amounts using pay slips, prescription and MD/RX co-pays receipts and receipts for other medical services. Confirm Client is compliant with job searches and when required is current in child support. Analyze and ensure medical bills are in compliance with DHCF regulations prior to submitting for reimbursement.

Create a data entry form seeking reimbursement from the state for each client, DVS Form VS21a.

Monitor and resolve issues with DVS auditors to confirm state reimbursement on DVS Forms VS 5/6.

Manage and pay Framingham's Veteran Service's Blue Cross/Blue Shield accounts.

Assist clients in obtaining alternative sources of income including Department of Employment, Social Security Administration and the Department of Veterans' Affairs, Department of Transitional Services and Community development, CBDG money for home modifications and repairs.

Assist veterans with applications for Commonwealth's Annuities, tax abatements and the Welcome Home or other war time bonuses.

Updates Social Media: Maintain Framingham Veteran Services Facebook and Twitter accounts, Post on Town's Website

Administration tasks: assist VSO in preparation of Denials, Appeals, Terminations, Refund status IAW CMR 108

Plan and provide outreach and education sessions for Framingham Veterans. Ensure their accessibility and knowledge of all available resources.

Attend mandated DVS training to keep up to date with legislation, services and procedures.

Assist in coordination of Memorial Day and Veterans Day activities including placement of grave flags in Town Cemeteries.

Assist in filing for Federal benefits: as requested to include; compensation, pension, Aid & Attendance, Health Care Services, fiduciary, home loans, GI Bill, burial insurance, headstones and burial flags.

Recommended Minimum Qualifications:

Education and Experience

Must be a veteran in accordance with MGL Chapter 115.

Should have a minimum of an Associate's Degree or three (3) to five (5) years of related managerial or administrative experience in human relations, social service fields or business; or any equivalent combination of education or experience.

Must possess a valid Massachusetts Driver's License.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures in accordance with Commonwealth and/or Federal regulations or guidelines relating to veteran affairs. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Employee performs work at times in a typical office setting subject to frequent interruptions, as well as work in the community, such as visits to private homes or community shelters, and travels within community.

Occupational Risk: There is a potential risk of injury from clients with cognitive or psychiatric concerns. Duties generally do not present occupational risk to the employee. May be exposed to the elements, unsanitary environments and dwelling units.

Knowledge, Skills and Abilities:

Knowledge: A candidate must have a basic understanding of the laws and regulations governing the operation of veteran's benefits

Skills: Candidate must have strong administrative, oral and written communications skills as well as demonstrative proficiency in the use of computers with programs such as Excel, Word and Adobe. Experience with MUNIS and Web-VISMIS a plus

Abilities: Ability to assess individual needs with care and empathy; ability to set priorities and to complete multiple tasks in a detailed and effective manner; ability to take initiative to follow through on goals and objectives; ability to work effectively with a diverse veteran population including the ability to negotiate resolutions to confidential, problems involving veterans and their families/spouses; ability to interpret financial, legal and federal/state regulations pertaining to veteran programs.

Ability to communicate effectively both orally and in writing and to make effective public presentations and to respond to questions from a diverse population, including managerial and DVS senior staff.

Ability to meet and to deal with emerging or unusual requirements when dealing with a wide spectrum of veterans needs that encompasses a 70 year age gap. Whether the veteran is from the WWII era or just back from the war. Either group who may have serious physical, mental, or emotional issues and physical and mental needs; hospice or geriatric care, homelessness, suicide, substance abuse issues and grief counselling.

Ability to handle problems and emergencies effectively.

Ability to perform financial calculations, maintain ledgers, balance budgets, and interpret financial documentation.

Individual must obtain Massachusetts DVS VSO certification within 6 months from date of hire.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.