

LIVINGSTON COUNTY JOB DESCRIPTION

VETERANS SERVICES DIRECTOR

Supervised By: Veterans Services Committee

Supervises: All employees of the Veteran Services Department, either directly or indirectly

FLSA Status: Exempt

Position Summary:

Under the direction of the Veterans Services Committee, this position is responsible for the overall management of the Veteran Services Department, coordinating local, state, and federal veterans' programs, and overseeing the counseling of veterans who reside in the County.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Plans, organizes, and directs all aspects of departmental operations including personnel, budgeting, planning, and general administration. Develops and implements departmental policies, procedures, and regulations.
2. Assesses department operations, staffing levels, facilities, and equipment. Analyzes budgetary and resource needs, makes recommendations for improvements, and implements changes. Monitors operational costs and makes recommendations for increasing efficiency.
3. Prepares and presents annual budget requests, administers departmental budget, and ensures that the authorized budgetary and purchasing procedures are properly used.
4. Assigns or delegates responsibility for assignment of work, directs personnel, evaluates performance of all employees and assures necessary training and professional development. Takes disciplinary action according to established procedures.
5. Researches changes in veteran laws, regulations, court decisions, and U.S. Department of Veterans Services procedures and implements appropriate changes in operations. Assists federal, state legislators, and other organizations in developing related laws, rules, and regulations.
6. Develops, implements, and administers operating policies and procedures and monitors compliance.

7. Prepares a variety of reports detailing department operations, processes, financials, and statistics, and submits required reports to local, state, and federal agencies.
8. May assist County veteran organizations when they organize community events to honor veterans, participate in veteran and community organizations to coordinate veteran programs, and provide information to the public on veteran issues.
9. Administers department programs to provide financial assistance to County veterans and their families with emergency needs and provide assistance with veteran burial expenses.
10. Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
11. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree in social work, psychology or other related field and seven years of progressively more responsible experience in benefits counseling including prior supervisory and management experience.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Accreditation by the U.S. Department of Veterans Affairs.
- Michigan Vehicle Operator's License.
- Thorough knowledge of the professional public management techniques involved in budgeting, personnel administration and resource management and the ability to identify and implement new best practices.
- Thorough knowledge of the principles and practices of veteran services and laws, social work, counseling, and advocacy for veterans, dependents, and survivors.
- Considerable knowledge of local, state, and federal laws, rules and regulations as they relate to veteran benefits, services and programs, counseling individuals, reviewing case files, providing case management, basic medical terminology, conducting basic legal research, and communicating social services programs and standards to veterans, dependents, and survivors.

- Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations.
- Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, County applications and federal databases.
- Ability to attend meetings scheduled at times other than normal business hours.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate, but the employee must also periodically travel to other sites. The employee may be exposed to home situations in which unsanitary or unhygienic materials, individuals and situations are encountered in the course of performing required duties.