

TOWN OF STOUGHTON VETERAN'S SERVICE OFFICER

Department:	Veterans	Date:	9-1-2023
Reports to:	Select Board	Hours Worked:	19
FLSA Status	Non-Exempt		

Statement of Duties

A Veterans' Service Officer (VSO) performs varied and responsible duties ranging in nature from the routine to the complex in a mostly self-supervising environment. Strict adherence to complex Federal and State laws is required, along with the ability to exercise initiative and independent judgment, in the application and administration of earned benefits and other services to veterans and/or their dependents and surviving spouses. Errors could endanger their well-being and result in monetary repercussions to both clients and the Town.

Supervision

Performs highly responsible work of a complex nature which involves the exercise of independent judgement.

Job Environment

Work is performed under typical office conditions; the noise level is fairly quiet; occasionally may be required to work outside of normal business hours to attend meetings. Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment. Employee has frequent contact with the general public, city departments, staff, the Select Board, veterans, widows, dependents; Veterans Affairs, and Veterans Service organizations.

Contacts are in person, by telephone, and by email and involve an information exchange dialogue.

Essential functions

Include but not limited to the following: Assist veterans and/or their dependents and surviving spouse apply for benefits through the Veterans Benefit Administration (VBA) to include the following: Healthcare, Service-Connected disability claims, Pensions, Aid & Attendance, Dependency and Indemnity compensation, Burial benefits, Education benefits, Life Insurance and Appeals. Knowledge of Title 38 of the Code of Federal Regulations must be acquired.

Assist veterans and/or their dependents and surviving spouses apply for benefits through the Massachusetts Department of Veterans' Services to include the following: An Annuity for 100% disabled veterans or their surviving spouses. Administration of MGL Chapter 115 benefits which include direct financial assistance, full medical coverage, burial benefits and various types of emergency assistance. A thorough knowledge of this law is required to ensure the Town receives a full 75% reimbursement of benefits paid from the State.

Other duties include knowledge of Veterans RE Tax Exemptions, Medicare, Medicaid and Supplemental Insurance Plans, Social Security benefits and other State Aid programs.. Ability to interact with Federal, State and Local Officials, Town Departments and the Stoughton Housing Authority. Responsible for organizing and running Veterans Day and Memorial Day events. Will Chair the Memorial Square Dedication Committee and many more ancillary duties.

Recommended Minimum Qualifications

Education and Experience

College degree preferred but not necessary with equivalent experience.

Must be a Veteran discharged under Honorable Conditions.

Experience working with veterans or other Social Services experience.

Knowledge, Ability and Skill

Knowledge

Experience in Federal, State and Local laws regarding Veterans benefits or demonstrated experience showing the ability to read and understand these laws.

Ability

The VSO assists with issues of homelessness, transportation, poverty, substance abuse, employment, sexual abuse and other complex issues. Some personal attributes necessary are a strong work ethic, patience, empathy, respect, flexibility and the willingness to help clients who are unable to help themselves. Listening to clients is critical. In summary, this is not a job in which the outline and narrative are all filled in and you only have to follow the script. In fact, there is only a general outline to follow as each case is unique, often with different objectives and obstacles (too many to mention here) to be overcome.

Skill

Experience with Microsoft Office and working with complex web based menu driven programs.

Must have a valid driver's license. Excellent written and oral communication skills are essential, along with the ability to multi-task and prioritize time sensitive issues. An excellent computer acumen is also needed.

Special Requirements

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirement of the job change.

**TOWN OF STOUGHTON DIRECTOR OF VETERANS SERVICES
PROGRAM ADMININSTRATOR**

Department:	Veterans	Date:	9-1-2023
Reports to:	Town Manager	Hours Worked:	35
FLSA Status	Non-Exempt		

Statement of Duties

A Director of Veterans Services performs varied and responsible duties ranging in nature from the routine to the complex in a mostly self-supervising environment. Strict adherence to complex Federal and State laws is required, along with the ability to exercise initiative and independent judgment, in the application and administration of earned benefits and other services to veterans and/or their dependents and surviving spouses. Errors could endanger their well-being and result in monetary repercussions to both clients and the Town.

Supervision

Performs highly responsible work of a complex nature which involves the exercise of independent judgement.

Job Environment

Work is performed under typical office conditions; the noise level is fairly quiet; occasionally may be required to work outside of normal business hours to attend meetings. Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment. Employee has frequent contact with the general public, city departments, staff, the Select Board, veterans, widows, dependents, Veterans Affairs, and Veterans Service organizations.

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Include but not limited to the following: Assist veterans and/or their dependents and surviving spouse apply for benefits through the Veterans Benefit Administration (VBA) to include the following: Healthcare, Service-Connected disability claims, Pensions, Aid & Attendance, Dependency and Indemnity compensation, Burial benefits, Education benefits, Life Insurance and Appeals. Knowledge of Title 38 of the Code of Federal Regulations must be acquired.

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Other duties include knowledge of Veterans RE Tax Exemptions, Medicare, Medicaid and Supplemental Insurance Plans, Social Security benefits and other State Aid programs. Ability to interact with Federal, State and Local Officials, Town Departments and the Stoughton Housing Authority. Responsible for overseeing Veterans Day and Memorial Day events, the reflagging of Veterans graves and supervising the Graves Officer.

Recommended Minimum Qualifications

Education and Experience

College degree preferred but not necessary with equivalent experience.

Must be a Veteran discharged under Honorable Conditions.

Experience working with veterans or other Social Services experience.

Knowledge, Ability and Skill

Knowledge

Experience in Federal, State and Local laws regarding Veterans benefits or demonstrated experience showing the ability to read and understand these laws.

Ability

The VSO assists with issues of homelessness, transportation, poverty, substance abuse, employment, sexual abuse and other complex issues. Some personal attributes necessary are a strong work ethic, patience, empathy, respect, flexibility and the willingness to help clients who are unable to help themselves. Listening to clients is critical. In summary, this is not a job in which the outline and narrative are all filled in and you only have to follow the script. In fact, there is only a general outline to follow as each case is unique, often with different objectives and obstacles (too many to mention here) to be overcome.

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Experience with Microsoft Office and working with complex web based menu driven programs.

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Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally.

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TOWN OF STOUGHTON

Graves Officer

Department:	Veterans	Date:	September 2023
Reports to:	Veterans Director	Hours Worked:	Under 19
FLSA Status:			

As per Chapter 115 section 9. The mayor of every city and the selectmen of every town shall appoint a resident of such city or town who shall be a veteran as defined in clause Forty-third of section seven of chapter four, as a veterans' graves officer, for a term to be determined by the appointing authority; provided, however, that said term shall not exceed five years

Statement of Duties

It shall be the duty of such veterans' graves officer to cause every veteran's grave within such city or town to be suitably kept and cared for. Such care shall include the clearing of weeds and other unseemly growth from said graves; the repairing, replacement and general up-keep of fences around said graves; the raising and repairing of sunken grave stones and markers and other similar services that may be necessary to restore and maintain such graves and their surroundings in an orderly condition. Will help with placing a flag on every veteran grave on Memorial / Veterans day. Must also help organize and attend Memorial day / Veterans day events.

Supervision

Works under the general supervision of the Director of Veteran Services.