

CITY OF MELROSE, MA JOB DESCRIPTION

Please send a letter of interest and cover letter to Polina Latta at platta@cityofmelrose.org by May 11th, 2022.

Title: District Director of Veterans' Services	Salary: starting at \$76,155, CNU4, Level 20, Step 5
Department: Veterans Services, Melrose, Wakefield, Saugus	FLSA Status: Exempt
Reports to: Mayor of Melrose, Town Managers for Wakefield and Saugus	Union Status: Non-Union
Effective Date: 4-26-22	Benefit Status: Yes

Summary

The Director manages Veterans' Services for **Melrose, Wakefield and Saugus** and performs administrative and social welfare work providing financial benefits, employment assistance, counseling, and a variety of additional services to veterans.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Administers MGL Chapter 115 Program.
- Requests and reviews documentation, enters benefits into DVS program and enters benefits into MUNIS. Processes applications, and generates reports.
- Submits warrants monthly with veterans receiving monthly benefits.
- Assists Veterans in applying for VA benefits, such as disability; pensions, VA Aid and Attendance; DD214 upgrades, VA appeals. Attends hearings and presents information.
- Serves as resource person, ascertaining sources of aid and referring veterans to alternatives available.
- Plans ceremonies and events for honoring veterans such as but not limited to Veterans Day and Memorial Day.
- Collaborates with DPW, and vendors to ensure upkeep of Memorials.
- Provides social support to veterans and spouses/surviving spouses.
- Receives inquiries and remains available to respond to inquiries on VA and DoD.
- Leads monthly Veterans Mobile Food Market for six communities.
- Assists with enrollments in healthcare programs and veterans' research in VA healthcare system.
- Serves as member of Veterans Advisory Board. Manages documents and financial transactions for the board. Acts as primary partner of Board for events planning.
- Audits monthly benefits administered for Wakefield, Melrose and Saugus.
- Locates emergency housing for homeless veterans. Connects veterans to various services, including assisting with applications under MGL, Ch.115.
- Prepares towns and city budgets, and attends budget hearings in Melrose, Wakefield and Saugus.
- Directs veterans seeking solutions, by supplying information on benefits, such as MA State Annuity; MA Welcome Home bonus, education benefit, and other resources. Matches resources to need of veteran.
- Assists with applications for National or State Cemeteries, burial benefits, and grave markers and with applications for residence in State Veteran Homes.
- Acts as liaison for accessing VA healthcare systems.
- Coordinates with Chairman of the VAB and directs 8th grade Operations Club.
- Serves on committees and boards as directed by Mayor or another City Official.

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- Attends local veteran-related events and trainings, and researches and maintains knowledge of opportunities. Networks with DVS, VSO, and VA communities.
- Performs other duties as required.

Supervision

Supervision Scope: Performs varied, complex, and responsible functions requiring a working knowledge of Veterans Services and the operation of government in three locations, Melrose, Wakefield and Saugus and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the broad supervision of the Chief Financial Officer following state, federal, municipal/city/town and local laws, ordinances, regulations and department rules, regulations, procedures and policies; duties require the ability to plan and perform operations and independently complete assigned tasks, according to prescribed time schedules.

Supervision Given: Directs the department, projects. Manages, hires, trains, evaluates and disciplines three staff. Staff: one Veterans Administrative Assistant; one Veteran Services Officer- Saugus; and one Veterans Services Officer – Wakefield.

Recommended Minimum Qualifications

Education, Training and Experience

Bachelor's degree and 5 years' experience in office or business administration are required or an equivalent combination of education, training and experience. Three or more years of supervisory experience is preferred. Bachelor's degree in Social Work or related field is preferred. **Honorably Discharged Veteran required. Must provide DD214.** Successful CORI is required.

Special Requirements:

Certification by DVS for Ch.115 benefit administration.

Valid Driver's License is required.

Massachusetts Veterans Service Officer Association membership

Knowledge: Advanced knowledge of insurances, veterans' benefits, financial eligibility data, and MA health regulations. Advanced knowledge for understanding eligibility requirements for veteran related programs; proficient knowledge to collect documents, record, enter, and generate reports; familiarity with city/municipal government. Knowledge of state, city, federal, and local laws relevant to veterans' services is required. Knowledge to research on Internet effectively.

Ability: Ability to review financial eligibility and medical documents. Ability to retain and acquire additional knowledge of federal, state, city, town, and local laws, rules and regulations affecting Veterans' benefits. Ability to demonstrate proficient knowledge of existing and new VA benefits and guidelines, such as presumptive medical conditions; VA healthcare requirements; and MA state bonuses. Ability to interact appropriately and tactfully with veterans and the public; ability to hire, manage, train, evaluate and discipline staff; ability to determine and set effective boundaries as necessary to deescalate interactions and communications with customers and the public; ability to understand, interpret and apply rules, laws, policies, procedures, and veterans' benefits regulations; ability to maintain accurate and detailed records; ability to explain Department policies and procedures and regulations to the public; ability to work independently; ability to manage in stressful environment; ability to meet detailed timetables. Ability to use relevant software applications and to learn new software systems and applications. Ability to collaborate and appreciate other's viewpoints.

Skills: Proficient skill to review and process veteran's financial eligibility documents. Excellent interpersonal skills, public relations, organizational and customer service skills. Demonstrated experience

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providing customer service constantly to the public, MA Department of Veterans Services, Veterans Affairs, and Wakefield and Saugus VSOs using tact, proper judgment, courtesy, respect and discretion. Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach. Accomplished in demonstrating adaptability, and able to present and accept a diverse perspective. Excellent written and verbal communication skills; excellent listening skills; excellent computer skills for Internet, web search, email, including MS Office suite applications, MUNIS, and with software systems and applications supporting Veterans' Services.

Job Environment

- Work is performed frequently in office environment with moderate noise levels, and occasionally is performed outdoors.
- Work is subject to fluctuations, and administrative deadlines. High volume work where customers' communications often contain issues with high levels of stress, and emotion. Employee routinely attends evening and weekend meetings. Employee routinely attends required training programs.
- Operates computer, printer, telephone, copier, facsimile machine and all other standard office equipment. Drives automobile.
- The employee has frequent contact with the public, with city of Melrose departments, MA Department of Veteran Services, Federal Department of Veterans Affairs; and Wakefield and Saugus VSOs.
- The employee has access to department confidential information.
- Errors could result in delays or loss of service; and monetary losses.

Physical Requirements

The physical demands described 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.

While performing the duties of this job, the employee is frequently required to sit and communicate, talk and hear; must be able to occasionally handle, or feel objects, tools, or controls; stoop, kneel, crouch or crawl; and reach with hands and arms. The employee must lift and/or move objects weighing up to 10 pounds; occasionally lift and/or move objects weighing up to 30 pounds, and seldom objects weighing up to 60 pounds. Vision and hearing at or correctable to normal ranges to read documents and analyze data. Close, distance, color and peripheral vision and depth perception is necessary for safe operation of equipment. This position requires the ability to operate a keyboard at efficient speed, drive automobile, effectively.

The City of Melrose, MA is an Equal Opportunity Employer. Diverse candidates are encouraged to apply. No Residency Requirement.

In the City of Melrose we value diversity, equity, and inclusion and believe that everyone in the community deserves excellent public services and access to resources regardless of race, gender/gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status or personal experience. We believe in the benefit of diversity which allows us to become aware of varied ways of engaging with citizens and to discover, design and deliver enriched solutions and services for our community. The City embraces and encourages all qualified candidates to apply.

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 requirements of the job change.

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