

Veterans of Foreign Wars of the U.S.
Veterans Service Office
Position Description
State Veterans Service Officer

Must present a courteous response to all inquires, both by telephone and in person. Forward all phone inquires, recorded telephonic inquires and live inquires from veterans, their families and other officials in appropriate representative timely manner for their action.

Consistently maintain as courteous and cooperative relationship with supervisors, coworkers, and others within the organization. Contribute positively to the effective operation of the office.

Counsel and assist veterans and their dependents in the prosecution of benefits claimed with the Department of Veterans Affairs (VA). Review processed claims as to the accuracy of the disability determination under Title 38, USC and 38 CFR. Initiate and amend the veteran's claim to include any such disabilities found. Initiate appellate review when professional judgment dictates possible error by the VA disability decisions.

Respond to telephonic or written inquires from Post, County, State and National Service Officers, veterans and officials from other organizations relative to problems with the administration of the veterans benefits with the local agency of jurisdiction.

Prepare brief of cases to be certified to the Board of Veterans Appeals (BVA) in Washington, D.C. Initiate independent review and submit contentions on behalf of the veteran to the Director of Compensation and Pension Service in Washington D.C. for administrative review through the VFW National Service Office. Secure and research VA files in order to prepare response to inquires from veterans, dependents and various recognized service offices and other officials.

Appear with and represent appellants before the Board of Veterans Appeals, Traveling Boards, Decision Review Officer (DRO) and local Rating Boards. Communicate and coordinate with the VA Service Center personnel to clarify, expedite and advocate on behalf of the veteran.

Assist Post, County, State, national Service Officers, and other officials in obtaining medical information and lay evidence as needed to construct, research and prosecute a veteran's claim/appeal for benefits. Maintain daily contact with the VA Service Center and VA Medical Facilities on matters related to individual veterans or dependent requests and/or claims.

Attend required training classes, conferences and meetings. Review and record amendments and/or policy changes to Title 38, USC, 38 CFR, VA Regulations, VA manuals, VA Rating Schedules, CAVC Decisions, OGG Opinions, OVA Circulars and various VFW National and State Manuals, Bulletins and News Letters.

Be knowledgeable with the use of various computer programs (IE: MS Office, Access, Exchange, BON, VSO VACOLS, Covers, Arms, TRES, Advisor, SHARE, Map-D, Virtual VA, Lavats; ect.)

Be knowledgeable with the use of various references (IE: Federal Laws, Rules and Regulations; Merck Manual; Taber's Medical Dictionary; DSM IV; PDR; Ect.)

Assist with the development and conduction annual Post Service Officer Training.

Operate and /or utilize a variety of business and office machines/equipment.

Perform other related duties as required.