



VETERANS OFFICER, LEAD

Department: Human Services

Job Class #: 565800

Pay Range: Professional 03

FLSA: Non-exempt

Represented: Local 117

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Classification descriptions are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is professional and technical lead work of a complex nature performed for the Veterans Bureau. The Veterans Officer Lead is responsible for ensuring assigned tasks are completed in a timely manner. The Veterans Officer Lead is responsible for emergency relief assistance, jail outreach and case management services to indigent, honorably-discharged veterans and their family members residing in Pierce County. The incumbent may be on call as required. Work may involve conducting field investigations.

ESSENTIAL FUNCTIONS:

- Maintain veteran program caseload and perform all essential functions required of a Veterans Officer.
- Schedule and assign work of Veterans Officers and ensure tasks are completed correctly and timely; schedule and approve field assignments, work shifts, vacations, rotation and on-call schedules; may approve leave requests.
- Coordinate and plan day-to-day operations; resolve operational problems, provide guidance and answer procedural and technical questions.
- Resolve basic employee issues; consult with or refer to Veterans' Program Coordinator more complex or sensitive issues.
- Assist in or provide employee training; assess training needs and prepare training content.
- Provide input and make recommendations on employee evaluations.
- Review and approve other's work.
- Use independent judgment to determine program eligibility including evaluating and verifying information on the application, and performing conventional or intensive investigations to determine program eligibility.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, and holidays. May be on call as required.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.
- Provide assistance and back-up support where necessary to Veterans Officer job duties.
- This position acts for the Veterans Program Coordinator in his/her absence.

SUPERVISION RECEIVED AND EXERCISED: The Lead Veterans Officer reports directly to the Veteran Programs Coordinator and is responsible to lead and oversee the work of Veteran Officers. Work is reviewed for fulfillment of departmental and county objectives, for compliance with governing laws and regulations, adherence to budget, and support and furtherance of Veterans Bureau goals.

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WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Veterans Officer Lead typically works in an office environment on a daily basis, as well as the Pierce County Correctional Facility. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Incumbents may be required to travel to various work locations.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Local, federal, state and private program resources and agencies related to Veterans assistance programs.
- The philosophy and operation of the Criminal Justice System.
- Extensive case management and assessment.
- Individual and group behavior, particularly as applied to the field of criminology; basic interviewing, diagnostic and counseling techniques with a focus on chemical dependency, domestic violence, mental illness issues and sexual deviancy.
- Policies, procedures, and regulations applicable to probation and diversion activities.
- Literature, developments, and trends in Criminal Justice research, and its practical application.
- Investigative methods and techniques.
- Basic supervisory practices.
- Pierce County Administrative Guidelines.

Skill in:

- Interacting with difficult clients who have experienced war trauma, substance abuse, and extended episodes of homelessness and/or incarceration.
- Counseling to evaluate and act on offender crisis, assess offender needs, motivate offenders, and make recommendations to the court.
- Working with and coordinating services in association with a variety of non-profit organizations, transitional housing programs, correctional facilities and service organizations.

Ability to:

- Plan, assign and coordinate the work of other co-workers.
- Communicate effectively with those encountered in the performance of job duties.
- Relate to the disadvantaged and mentally unstable applicants.
- Make mathematical calculations and keep statistical data.
- Express ideas and recommendations effectively, orally and in writing; and to research and prepare detailed case histories and reports in a timely manner.
- Utilize various computer software applications to access/process information and prepare required correspondence, reports and other documents.
- Establish and maintain effective dialogue with offenders of varied cultural, ethnic and lifestyle backgrounds.
- Be organized and work effectively/independently in a high stress environment.

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- Work cooperatively and courteously with others, including co-workers, supervisors, judges, court personnel, police officers, attorneys, and staff from public and private agencies.
- Accept authority, as well as use authority in a balanced and objective manner.
- Keyboard and understand basic computer functions and software programs.
- Enforce and supervise court requirements and to report violations; to assist offenders in their efforts to comply with court orders; to observe and document offender appearance and behavior.
- Understand and utilize a standardized classification system which determines offender risk to the community.
- Understand and follow instructions; learn assigned tasks readily and adhere to prescribed routines.
- Use appropriate independent judgment, reasoning and analytical skills to develop credible and accurate conclusions based on data.
- Think logically, to relate pieces of evidence to one another and to perceive spatial relationships.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Communicate effectively, both verbally and in writing, with the public, co-workers, law enforcement personnel, employees of other agencies, and attorneys, and to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Work effectively and productively with others.
- Accurately interpret and apply laws, codes, regulations, policies and procedures.
- Read, write and speak the English language.
- Physically perform the essential functions of the classification.

MINIMUM REQUIREMENTS & SPECIAL QUALIFICATIONS: Veteran is preferable. Graduation from a four-year college or university is highly desirable. Two or more years of work experience directly related to working with indigent veterans and their widows (widowers) and dependents including one year in a supervisory or lead capacity is desired. Additional education or related experience may substitute for the recruiting requirements, which provides the applicant with the knowledge, skills and ability to perform the job. Possession of or ability to obtain a valid Washington State driver's license required. Prior to appointment, must be willing and able to complete and pass a thorough background investigation, in accordance with RCW 43.43.