



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Director of Veterans' Services

LOCATION: Veterans' Services

HIRING RANGE: \$84,107 - \$93,452/Yr.

STATUS: Full Time

HOURS PER WEEK: 40

WORK HOURS: 8:00 am – 4:30 pm

APPLICATION DEADLINE: Ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *October 2024*

POSITION TITLE: Director of Veterans' Services

DEPARTMENT: Veterans' Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Responsible for leading the activities, planning, visioning budget and strategic operations of two Veteran Service Offices in the administration of Federal and State Veterans Administration benefits ensuring all department goals and objectives are obtained. Facilitates Veterans and their dependents in securing all possible Veterans Administration entitlements and other benefits for which they earned by virtue of their military service. Serves as a thought leader in the Veteran community.

ESSENTIAL FUNCTIONS:

1. Provides for the strategic operations and establishes or implements policies and procedures for the effective management of the department the implementation of strategic plans based on county initiatives.
2. Serves as a thought leader in Winnebago County and the region on Veteran related issues, particularly in the health and human services array such as mental health, medical benefits, housing, and others. Ensures that the department is connecting with Veterans regardless of access to the physical office location.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listen to them, and provides professional guidance. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

ADDITIONAL ESSENTIAL DUTIES:

1. Appointed as county veterans service officer and fulfills duties as defined by Wisconsin State Statute 45.80.
2. Serves as the executive secretary and administrator for the Veterans Service Commission under Wisconsin State Statute 45.81
3. Advocates for and advises veterans, their families, and survivors regarding benefits, programs, grants and loans provided by the U.S. Department of Veterans Affairs, the Wisconsin Department of Veterans Affairs, and Winnebago County. Performs research and gathers evidence as required.
4. Investigates eligibility and assists veterans and their dependents in applying for federal and state benefits such as housing, medical and economic assistance; educational loans and grants; mortgages, and disability claims. Performs research and gathers evidence as required.
5. Provides guidance to veterans and their dependents regarding readjustment to civilian life, educational and work options, and financial and personal matters.
6. Conducts case follow-up and prepares appeals for veterans or their families as required.
7. Connects veterans and their dependents with AODA, crisis intervention, and similar services. Refers clients with emotional, psychological, or medical problems to appropriate resources. Arranges transportation as needed.
8. Coordinates incoming and outgoing referrals related to various local, state, and federal veterans' organizations.
9. Administers Flag, Monument and Marker Registration, and Care of Veterans' Grave programs.
10. Conducts research and monitors relevant sources to remain current in the Veterans' service field.
11. Performs public relations and outreach services for veterans, Veterans Service Organizations, and the public on veterans' issues, and edits a veterans' newsletter.
12. Chairman for monthly Veterans Service Organization Commanders Council.
13. Chairman for County Veteran Service Officers and VA Medical Center Directors Meeting.
14. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to County Executive.
2. Supervises Veterans Services Supervisor.
3. Works and coordinates with fellow Winnebago County Departments, County Veteran Service Officers, the Department of Veteran Affairs Regional Office Director, Wisconsin Department of Veteran Affairs Secretary, Governor and Governor's staff and other State and Federal representatives.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Minimum of a Bachelor's degree or higher from an accredited institution of higher learning, preferably in public administration, business administration, psychology, or a related field.
2. Must be an honorably discharged veteran of the United States Armed Forces or in forces incorporated as part of the United States Armed Forces as described in Chapter 45.01 (12) (a)-(f), Wisconsin Statutes. Form DD214 must be submitted with the Winnebago County Application for Employment.
3. Accreditation or obtain with the National Association of County Veterans Service Officers (NACVSO), Wisconsin Department of Veterans Affairs (WDVA) and successfully complete the Training, Responsibility, Involvement and Preparation of Claims (TRIP) online program.
4. Resident of Wisconsin, as required under Wisconsin State Statute 45.80(1)(a).
5. A minimum of five years' work experience performing administrative duties with Veteran Administration benefits, health and human services, or in a related field preferred.
6. Experience leading a professional team in a supervisory, mentoring, or coaching role preferred.
7. Work experience in the health and human services field potentially as a social worker, mental health therapist, case manager, benefits navigator, or similar position preferred.
8. Possession of a valid driver's license and maintenance of insurance levels in accordance with County standards.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to supervise and direct the work of subordinate staff.
2. Ability to assess staff workloads and establish priorities.
3. Knowledge of Federal and State laws, rules and regulations pertaining to veterans' benefits.
4. Strong written and verbal communication skills to include listening skills.
5. Ability to understand moderately complex legal, counseling, medical, legislative and other materials.
6. Ability to understand moderately complex financial, accounting and statistical concepts and materials.
7. Ability to comprehend and interpret a variety of documents including discharge and other records, administrative codes, and Veterans' Affairs manuals and similar materials.
8. Ability to conduct marketing and public relations efforts, including the ability to give public speeches and publish a newsletter.
9. Ability to satisfy certification and accreditation standards required to represent veterans' cases before the United States Department of Veterans Affairs, including a variety of background checks, within one year of appointment.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to access second and higher floors in private homes, for purposes of providing services to or taking applications from handicapped or housebound clients.
4. Ability to travel to other County departments and locations.
5. Ability to lift 35 pounds.