

## VETERANS SERVICES DIRECTOR

| Job Code | Pay Grade |
|----------|-----------|
| 18153    | SM7       |

### Nature of Work

This is highly responsible management and administrative work directing and managing the Pinellas County Veterans Services Programs. Work involves responsibility for administration and coordination of the programs, plus development of policies and procedures for review and approval by the Director, Human Services or designee. Supervision is exercised over professional and clerical support staff engaged in counseling and providing assistance to veterans and veterans' dependents in preparing, filing, and appealing benefit claims. Work also involves outreach to recruitment of homeless veterans and their families. An incumbent maintains contact with national, state and local organizations concerned with veterans. The incumbent exercises considerable independent judgment and initiative in carrying out veterans affairs program. The incumbent reports to the Director, Human Services or designee.

### Minimum Qualification Requirements

- Must be a veteran (or the surviving spouse of any such veteran) and meet the requirements in Title 38, U.S. Code and Florida Statute 292.11 applicable to Florida county veteran service officers and possess an Associate's Degree plus 8 years of administrative experience that includes 5 years experience counseling veterans and others about veterans benefits, public assistance, employment, vocational programs, health care, personal counseling or directly related field that includes supervisor or manager experience; or
- An equivalent combination of education, training, and/or experience.

### Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to successfully complete training prescribed by the Florida Department of Veterans Affairs.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

### Illustrative Tasks (These are the examples and are not all inclusive)

- Plans, directs, coordinates, and supervises activities of personnel engaged in providing Pinellas County assistance to veterans and their dependents; establishes policies and procedures for department operations.
- Interprets pertinent federal laws and Department of Veterans Affairs rules and regulations adopted to clarify laws relating to veteran benefits.
- Directs and supervises an outreach program for veterans and their dependents who reside in Pinellas County.
- Assists subordinates, veterans and their dependents to interpret medical terms and procedures.
- Prepares periodic reports and maintains accurate records.
- Complete Performance Development Plan with staff with a focus on Quality Improvement Initiatives.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of veterans services administration processes, laws, rules, and regulations.
- Knowledge of federal, State of Florida, and local laws and guidelines pertaining to veterans services.
- Knowledge of the principles of management and supervision.
- Knowledge of laws, rules and regulations applicable to county government.

## VETERANS SERVICES DIRECTOR (continued)

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### Knowledge, Skills, and Abilities (continued)

- Ability to develop and implement progressive policies and practices to achieve veterans services objectives.
- Ability to supervise a diverse staff responsible to implement a comprehensive mix of services for veterans.
- Ability to establish and maintain effective working relationships with administrative officials, associates, and the general public.
- Ability to prepare and deliver instruction and learning plus lead individuals and groups to meet desired objectives.
- Ability to effectively communicate both orally and in writing to groups and individuals.

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| Revised | EEOC Code           | Overtime Code |
|---------|---------------------|---------------|
| 2/16    | Officials & Manager | Exempt        |