



TOWN OF HANOVER
Community Services Department
665 CENTER STREET
HANOVER, MASSACHUSETTS 02339
781-826-5000 ext. 1101

Tammy Murray
Director

TO: Bulletin Boards at Town Hall, School Department, Library, DPW, Fire Department,
Police Station, Council on Aging and the Town's Website

FROM: Tammy Murray, Director of Community Services

DATE: March 7, 2022

NOTICE OF VACANCY
VETERANS' AGENT ASSISTANT/CASE MANAGER

This position provides assistance to the Veterans' Agent as they assist Veterans' and their dependents with support services as stated in Chapter 114 (Cemeteries & Burials) and Chapter 115 (Veterans' Benefits) under MA General Laws, as well as to interpret, explain and explore the policies, programs, benefits and services for Veterans' and assist with obtaining any resource or revenue available to them; performs all similar or related duties. Exercise a high degree of discretion and responsibility in the daily administration of the department by the execution of a prescribed comprehensive program of public assistance and services to Veterans' and their dependents.

Essential Duties & Responsibilities:

Please see the attached job description for a complete list of duties.

Qualifications:

Bachelor's Degree in Sociology/Social Services or equivalent preferred. Three to five (3 - 5) years of experience working with veterans' in an advisory capacity or related education, training and experience that enables performance of all aspects of the position is preferred or a combination of education, experience, and training. Must have/maintain a valid Massachusetts driver's license. The ability to read and understand the Massachusetts General Laws (MGL) and the Code of Massachusetts Regulations (CMR). Veterans' preference or derived preference shown.

The range of pay for this position is \$28.00 - \$30.00 per hour plus mileage. This is a non-benefit eligible position; the scheduled workweek is up to 19 hours. Funding is ARPA Funds up to 19 hours per week; non-benefit eligible.

Please submit an application and resume to Ann Lee, Human Resources Director, Town of Hanover, 550 Hanover Street, Hanover, Massachusetts 02339 or via e-mail: ann.lee@hanover-ma.gov. The posting will remain open until 4:00 p.m. on March 21, 2022, or until the position is filled. (posted 3-7-22).

The Town of Hanover is an Affirmative Action, Equal Opportunity Employer.

Town of Hanover Job Description

Job Title: Veterans' Agent Assistant/Case Manager
Department: Community Services Department
Reports To: Director of Community Services
FLSA Status: Non-Exempt (Part-Time)
Prepared By: Tammy Murray/Ann Lee
Prepared Date: March 2022
Approved By: Joe Colangelo, Town Manager

SUMMARY:

This position provides assistance to the Veterans' Agent as they assist Veterans and their dependents with support services as stated in Chapter 114 (Cemeteries & Burials) and Chapter 115 (Veterans' Benefits) under MA General Laws, as well as to interpret, explain and explore the policies, programs, benefits and services for Veterans and assist with obtaining any resource or revenue available to them; performs all similar or related duties. Exercise a high degree of discretion and responsibility in the daily administration of the department by the execution of a prescribed comprehensive program of public assistance and services to veterans' and their dependents.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Ensure the coverage of Veterans' Services office business hours and answer questions from, veterans and/or their families, related agencies, vendors, residents, visitors and other interested individuals regarding veterans' issues and services as required.
- Interpret, explain and explore the policies, programs, benefits and services for veterans' and assist with obtaining any resource or revenue available to them.
- File claims, provide assistance, (financial, medical, disability, educational, employment opportunities, cards and care packages etc.) and follow-up on all issues pertaining to the Veterans' and the services they are seeking.
- Furnish information, advice, and assistance to veterans' as may be necessary for them to procure the benefits to which they are or may be entitled relative to employment, vocational or other educational opportunities, hospitalization, medical care and pensions.
- Provide services relating to varied psychosocial issues/concerns for veterans' and their families: familial dysfunction, terminal illness, food/housing, parenting, mental illness, substance abuse, and elder neglect.
- Receive and make initial determinations of eligibility for Veterans' benefits; forward applications and authorizations for payment to Commissioner of Veterans' Services.
- Conduct investigations, including home visits, solicitation of financial information from banks, contact with employers, and other sources on new and continuing benefits cases to ensure the qualifications of recipients.
- Counsel veterans' on available public assistance programs, processing to appropriate agency as necessary, execute and file liens upon owned real estate as required by law; assist veterans' and their dependents in collecting, sorting documents for claims purposes; file such claims as appropriate.
- Ensure the proper interment of the body of any veterans' or adult dependent of a veteran, or the body of any dependent child of a veteran if such veteran or his wife or widow be without sufficient means to defray funeral expenses.
- Cooperate, when necessary, with funeral directors, police, courts, clergy, physicians, hospitals.
- Prepare and submit returns of Veterans' and dependents burial expenses for partial reimbursement for expenses.
- Identify at-risk individuals/families and provide assessment, resource linkage, referrals, and case management.

- Handle requests for discharge and war records, VA loans, medal requests, arrange honor guards for funerals, and VA license plates.
- Provide support to veteran students regarding chapter benefits, admission requirements, transfer credits and other academic services.
- Advocate on behalf of veterans' and their families (disability or educational benefits, scholarships, training).
- Assist students with interpretation and development of VA college policies, procedures, identify points of contact and coordinate protocols in functional areas of the college.
- Maintain military discharge documents, copies of which when attested to by the agent shall be admissible in evidence the same as originals and complete administrative requirements monthly to ensure State reimbursement to Town.
- Maintain liaison with, accept referrals from other agencies: State Office of Veterans' Services, Veterans' Outreach programs, Veterans' Administration, National/State Veterans' Cemeteries, Dept. of Social Services, Mental Health, Rehabilitation, Public Assistance.
- Attend training sessions conferences, veterans' organizations seminars to ensure current knowledge of programs/benefits/laws.
- Prepare requests for reimbursement, present briefings; administer departmental budget; provide annual departmental activities report to local authorities and to the Commissioner of Veterans' Services.
- Oversee activities of veterans' advisory committee (placing flags on veterans' graves, civic displays at library, Memorial Day observance, participate in state and veterans' groups Veterans' Day activities)
- Record and maintain an accurate map of veterans' gravesites, and maintain desirable conditions of burial site and headstones.
- Complete special projects and perform any and all similar or related work as required, directed or as situation dictates.
- Actively seek out veterans' or their dependents in need or unaware of available benefits to resolution.
- Arrange and/or provide transportation to veterans' hospitals or clinics.
- Secure the office, equipment and perform general housekeeping duties as required.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's Degree in Sociology/Social Services or equivalent preferred. Three to five (3 - 5) years of experience working with veterans' in an advisory capacity or related education, training and experience that enables performance of all aspects of the position is preferred or a combination of education, experience, and training. Must have/maintain a valid Massachusetts driver's license. The ability to read and understand the Massachusetts General Laws (MGL) and the Code of Massachusetts Regulations (CMR). Veterans' preference or derived preference shown.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of state and federal laws pertaining to veterans' and their dependents. Working knowledge of the methods and principals of veterans' benefits assistance, case work, administration, and available resources.

Ability: Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times. Able to communicate effectively and efficiently verbally and in writing at all times. Ability to work effectively under time constraints to meet deadlines. Ability to establish and maintain effective working relationships with veterans, officials and the general public. Ability to treat individuals with dignity, fairness, sensitivity, and compassion.

Skill: Excellent customer service and organization skills, excellent written and verbal communication skills, demonstrate sound work ethics, excellent computer skills including MS Office applications and skills with general office equipment. Must maintain a strict confidentiality while performing the duties of this position.

Physical Requirements:

The physical demands described here 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.

Employee is frequently required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in physically picking up files, papers and other common office objects. Employee must occasionally lift and/or move objects weighing up to 10 pounds such as a briefcase, books, supplies, etc. Employee must possess the ability to operate a keyboard at a moderate speed. Vision and hearing at or correctable to normal ranges.

Supervision:

Supervision Scope: Performs various duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, and to analyze the facts or circumstances surrounding issues not clearly defined by established procedures.

Supervision Received: Works under the general direction of the Director of Community Services, generally sets own daily work plan; escalates questions or issues as necessary to supervisor.

Supervision Given: None.

Work Environment:

- Administrative work is performed in a moderately noisy office environment.
- Regularly operates a computer, telephones, copier, facsimile machine, and other standard office machines.
- Interacts frequently with veterans', the general public, other municipal departments, as well as local, state and federal agencies and organizations involved with veterans'. Contacts are made in person, via telephone, and in writing, requiring patience, tact, and discretion. Contacts also require a moderate level of persuasiveness and resourcefulness to influence the behavior of others.
- Has access to department-related confidential and/or sensitive information about veterans including financial and medical records, the disclosure of which would cause a significant breach of trust and seriously damage the reputation of the department.
- Errors in judgment could result in financial hardship, confusion, legal repercussions, and reduced standards of service to the Town's veterans' who use the services of the department.

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 the requirements of the job change.

ACKNOWLEDGEMENT

I acknowledge that I have read this job description. I understand the responsibilities assigned to this position. I certify that I can perform these functions.

Employee Signature

Date

Supervisor's Signature

Date

Print Name

Print Name

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer.