



Town of Clinton

Position Title: **DIRECTOR OF VETERANS SERVICES**
Reports to: **Town Administrator**
Position Status:¹ **Exempt**

I. PURPOSE

The Director of Veterans Services is responsible for providing comprehensive professional veterans' services to Town veterans and their dependents in compliance with state law (Mass. G.L. Ch 115) and CMR (<http://www.mass.gov/veterans/utility/108-cmr-1200.html>).

II. SUPERVISION & DIRECTION

This position works under the general supervision of the Town Administrator. The position performs varied duties of a complex nature on a self-supervising basis, requiring a high degree of judgment and initiative.

III. ESSENTIAL FUNCTIONS²

The Director of Veterans Services must have the ability to competently and consistently perform essential job duties, including, but not limited to, the following:³

1. Service veterans and their families within Veteran District that include the town of Clinton.
2. Provide services relating to various psycho-social issues/concerns for veterans and their families including but not limited to, family dysfunction, terminal illness, food/housing, parenting, mental illness, substance abuse, elder neglect.
3. Administer benefit checks.
4. Provide one-time emergency assists.

¹ This position is classified as exempt for purposes of the Fair Labor Standards Act. It is not a collective bargaining unit position.

² The essential functions or duties listed in this position description are intended only as illustrations of the various types of work that may be performed. The omission of other related duties does not exclude them from the position.

³ This job description includes the positions of Director of Veterans Services (Sec.10), Veterans' Agent (Sec. 3), Veterans' Burial Agent (Sec. 7), and Veterans' Graves Officer (Sec. 9).

5. Find alternatives through other agencies/programs (employment, vocational training, rehabilitation, outreach, social security disability/widows benefits) to promote self-sufficiency.
6. Identify at-risk individuals/families.
7. Provide assessment, resource linkage, referrals, and case management.
8. Maintain Military Discharge documents, copies of which when attested to by the agent shall be admissible in evidence the same as originals.
9. Complete administrative requirements monthly to ensure state reimbursement to towns in District.
10. Maintain liaison with and accept referrals from other agencies such as State Office of Veterans Services, Veterans Outreach programs, Veterans Administration, National/State veterans cemeteries, Veteran drop-in centers, Dept. of Social Services, Mental Health, Rehabilitation, Public Assistance.
11. Cooperate as necessary with funeral directors, police, courts, clergy, physicians, hospitals.
12. Advocate on behalf of veterans and their families (i.e., disability or educational benefits, scholarships, training).
13. Attend training sessions, conferences, veterans organizations seminars to ensure current knowledge of programs/benefits/laws.
14. Maintain current files on applicable federal and state laws.
15. Provide current booklets and other printed matter pertaining to statutory rights of veterans provided under state and federal laws.
16. Coordinate and oversee activities of veteran advisory committees (i.e. placing flags on veterans graves, civic displays at library, Memorial Day observance, participate in state and veterans groups Veteran's Day activities).
17. Ensure that veterans, their widows, or dependent/disabled children without sufficient means are given proper interment (GL Ch 115 Sec. 5:7) and that graves are given annual care and maintenance, flags placed on each grave by Memorial Day (Sec. 5:9).
18. Develop and maintain a variety of information such statistics, monthly reports, etc., as required or directed.
19. Perform other related duties as required.

IV. PHYSICAL REQUIREMENTS (to perform essential job functions)

Work is generally performed under typical office conditions. May be required to sit or stand for extended periods of time. May be required to walk, bend, stoop and lift books

and files of approximately 10 lbs. or less. May be required to view a computer monitor and/or operate a keyboard or talk on the telephone for extended periods of time. Vision requirements include the ability to see close up and the ability to adjust focus. Must be able to effectively communicate with others. Must be able to perform essential functions of job, with or without accommodation.

V. **MINIMUM QUALIFICATIONS**

1. **Education and Experience**

College or university education (4 year degree) or five years combined experience in military, social work, or counseling preferred; or any equivalent combination of education and experience.

2. **Knowledge, Ability and Skill**

- (a) Must possess a thorough knowledge of local and state rules and regulations relative to veterans' rights and benefits;
- (b) Must possess good verbal and written communication skills, including the ability to listen well, to write and speak grammatically, and to speak English fluently;
- (c) Must have good customer service skills, including the ability to deal with others in a diplomatic and effective manner;
- (d) Must be able to communicate effectively with clients, verbally and in writing;
- (e) Must have the ability to establish and maintain effective working relationships with clients, state and federal agencies, Town officials, and the general public;
- (f) Must have good organizational skills, the ability to work independently, and prioritize tasks.
- (g) Must possess a thorough knowledge of a variety of software products such as email, internet, etc., and the ability to access portals and other computerized services.

3. **Special Requirements**

Must be a Veteran who has served during a time of conflict (MGL Ch 4, § 7).

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 requirements of the job change.