

The VFW Washington DC Office has a position opening as described.

DEPARTMENT: National Veterans Service

JOB TITLE: Assistant Director, Field Operations

NATURE OF WORK:

Administers and is responsible for operation of the VFW Benefits Delivery at Discharge Program. Oversees the Veterans of Foreign Wars veterans' outreach programs to military installations in support of VA's Pre-Discharge Examination and Claims Program, along with adjunct functions at VA regional offices in Winston-Salem, NC, Salt Lake City, UT, and San Diego, CA. Conducts surveys of VFW service office and VA regional office operations when required.

TYPICAL DUTIES AND RESPONSIBILITIES:

Directs the activities of the VFW National Pre-Discharge Claims Representatives, which entails outreach programs at various military installations throughout the country in support of the VA's Pre-Discharge Program (Benefits Delivery at Discharge). Conducts quality reviews of presentations made by the VFW Pre-Discharge Claims Representatives, monitors work progress and evaluates the adequacy of written and oral presentation. Ensures production, timeliness, and quality of the work product produced by the staff meets standards and is verified by periodic review and training.

Exercises staff supervision over the VFW Pre-Discharge Claims Representatives located on various military installations and locations throughout the United States.

Travels annually to each outbased location to assess quality of representation by BDD staff meet with military personnel, VA personnel, and transition assistance program personnel to build constructive working relationships necessary to support NVS pre-discharge activities.

Coordinates field visits, reviews all reports for completeness and accuracy, evaluates claims procedures, monitors statements prepared on behalf of the client's claim, and if necessary, appeal. Executes appropriate protocol changes within operational purview or recommends changes to the appropriate directorate level.

Counsels staff and assembles and prepares analytical data for use in NVS reports. Serves as the primary statistical record keeper to monitor the effectiveness and efficiency of the VFW Pre-Discharge Claims Representatives and other National Service Officers.

Prepares and presents, or assists in the preparation of, testimony to Congressional Committees dealing with issues pertaining to veterans benefits claims processing and the military transition

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process.

Responds to inquiries from the veterans' community concerning veterans' benefits through both written and oral communications, prepares material for publication, attends meetings and conferences with various federal agencies, and serves on assigned advisory committees. Performs administrative tasks as assigned and assists in developing VFW policy/positions.

Provides orientation and training for newly assigned Pre-Discharge Claims Representatives, conducts performance counseling as appropriate, coordinates and conducts meetings and conferences in areas of concern, and provides technical assistance to the VFW staff.

Participates in federal policy development and assesses implementation and impact of program changes to VA benefits administration and the military transition assistance program at both the national and field operations level.

Provides substantive input into VFW/NVS analysis of all developments addressing the "Pre-Discharge Program."

Performs surveys of VA regional office operations when required. Provides assistance, training, and performs surveys of VFW service offices when required.

Represents the National Organization at meetings and conferences as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Position requires VFW membership eligibility to attend the National Convention as a member in good standing and represent the National Organization at required meetings.

Position requires a Bachelor's degree or a minimum five years directly-related work experience.

Position requires superior human relations, analytical and organizational skills to administer the VFW Pre-Discharge benefits program and coordinates the efforts of the NVS field operations, including the Pre-Discharge Claims Staff throughout the country.

Position demands a superior knowledge of VA and DoD rules, regulations, and disability programs; must be the leading NVS authority on the applicable laws and regulations governing the administrative decision-making process within VA, and applicable military separations regulations to include the military transition assistance program, disability, and retirement regulations. The operation of this section impacts substantially upon the due process rights of veteran appellants. Superior knowledge is required of military regulations, directives and terminology, including military discharge characterization, to properly supervise the staff in the representation of separating

active duty military personnel in applying for benefits with the Department of Veterans Affairs.

Position requires knowledge of given subjects to such a degree as to make the incumbent authoritative in veterans' affairs, particularly knowledge of all VA programs sufficient to address issues concerning claims representation and military separations. Superior communications skills, written and oral are critical to position. Typically includes public speaking on a particular subject and incumbent may be frequently called upon for his/her views on a special veterans' affairs issue. Position calls for substantial training skills to ensure consistency and equality of staff effort in terms of the claims and appeals process.

Advanced knowledge of computers to include software applications, case management techniques and other electronic applications in a fully automated office environment.

Position requires VFW accreditation with the Department of Veterans Affairs and successful completion of the Veterans Benefits Administration's Training, Responsibility, Involvement and Preparation of claims (TRIP) test. Incumbent will, from time to time, be required to take recertification tests to monitor their proficiency in the laws pertaining to veterans' benefits.

SCOPE OF POSITION:

This position is FLSA exempt.

Incumbent is under the direct supervision of the Deputy Director, National Veterans Service. Assigns work and checks results, may recommend hiring, discipline and promotion actions, and prepares the performance appraisal for all subordinate staff.

Decisions have significant impact on VFW claims and appellate assistance provided by the Pre-Discharge Claims Representatives and National Service Offices.

Plans and prioritizes work of the staff element on a recurring basis. Develops annual and strategic plans. Typical problem solving includes determining the appropriate course of action to resolve issues stemming from the failure of VA personnel or military installation personnel to follow established procedures in providing services to veterans. Prepares a series of monthly and quarterly reports.

Typical contacts are VFW staff, VFW members, clients, government officials, contractors, and the general public to resolve issues or clarify policies. Contact is required with federal agencies and VA staff for coordination, negotiation and resolving issues, to include Office of the Secretary and other high level VA staff. Contact is required with high level military and civilian personnel. Incumbent must maintain an effective liaison with the Department Service Officers, National Capital Region Benefits Office, and National Headquarters Service Officer.

Incumbent has impact upon VFW financial operations by participating in the development of an annual National Veterans Service budget addressing specifically the Veterans Benefits BDD program section of Field Service.

Able to work independently with minimal supervision and guidance. Able to interact with military, civilian and VA executive, providing information as needed, gathers intelligence and responds in ways always favorable to the VFW and veterans.

WORKING CONDITIONS:

Incumbent functions in a normal office environment approximately 50% of the time. Extensive domestic and overseas travel is required to participate in site visits, training conferences, and National Conventions approximately 50% of the time.

MAJOR ACCOUNTABILITIES:

Ensures the efficient management of daily activities of the VFW Pre-Discharge Service Offices.

Ensures military personnel inquiries are adequately reviewed and processed, appropriate documentation is accurately completed, and the claim is promptly forwarded to applicable agency in compliance with the rules and regulations of the Department of Veterans Affairs

Ensures the staff is provided adequate training concerning the provision of the services in the veterans' benefits arena to the veterans' community.

Ensures the timely and efficient response to written and oral inquiries regarding veterans' benefits, from VFW staff, members, and the general public.

Ensures the quality control of the VFW effort to provide effective administrative appeals/claims representation to veterans.

Ensures preparation of accurate testimony on veterans' benefits issues for presentation before Congress.

Ensures the effective and efficient management of the VFW Pre-Discharge Offices. Ensures the maintenance and reporting of pertinent statistical data pertaining to these offices.

Monitor VBA program developments and implementation at field level.

Coordinate with National Veterans Service Training/Quality Assurance staff in development of

training program.

The above duties are general in nature and are not intended to reflect all of the duties, which may be required of the incumbent.

*This position is not eligible for relocation assistance. *