



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

DEPARTMENT: National Veterans Service

JOB TITLE: National Pre-Discharge Claims Representative- Salt Lake City, UT

NATURE OF WORK:

Assists in the implementation of the Veterans of Foreign Wars veterans' outreach programs to military installations in support of the VA's Benefits Delivery at Discharge Program. Reviews hardcopy and Virtual (paperless) VA rating decisions at one of two Rating Activity Sites (RAS) (Winston-Salem, NC and Salt Lake City, UT).

While the majority of the time will be spent reviewing VA rating decisions employee will (as needed) represent separating active duty military personnel and veterans in the preparation, development, submission and review of ratings (to include filing appeals) on claims for veterans' benefits to the Department of Veterans Affairs (VA).

Interacts with VA staff as needed to ensure rating decisions are complete and correct.

TYPICAL DUTIES AND RESPONSIBILITIES:

Reviews VA benefit determinations at the RAS to determine validity of ratings. Takes appropriate actions to correct discrepancies and submits appeals as required through both informal and formalized interactions with VA rating officials to correct ratings prior to promulgation.

When requested, makes presentations and accepts/processes claims for VA benefits as part of the implementation of the Veterans of Foreign Wars veterans' outreach programs to military installations in the assigned geographical area, in support of the VA's Benefits Delivery at Discharge Project. Performs as a case manager and coordinates, as appropriate, with the local VFW Department Service Officer to monitor claim progression and review of decisions to determine actions to resolve unfavorable decisions.

Prepares statements on behalf of the client's claim or, if necessary, files appeals. Assists, as required, the claimant in obtaining medical opinions from attending physicians, and other health care professionals in further support of claims or appeals.

Conducts research and inquiries pertaining to military services policies and regulations. Interacts with pertinent military officials in fulfillment of the mission to provide service to separating military personnel.

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Describes of the Veterans of Foreign Wars service programs to separating military personnel and, on an as-needed basis, to local veterans communities and federal agencies. Interact with other veterans service organizations and state veteran service agencies.

Reviews and incorporates statutes, regulations and government directives to ensure that veterans' interests are articulated in accordance with VFW national mandates and the National Veterans Service Policy and Procedure.

Processes inquiries from the veterans' community concerning veterans' benefits. Ensures that the appropriate claims forms are accurately and timely submitted.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Position does not require VFW membership eligibility.

Position requires an Associate's degree and a minimum of one year previous experience in a closely related position, or a minimum three years directly-related work experience.

Proficient in advanced human relationship skills and analytical abilities are required to interact with active duty military personnel, VA officials, VFW National and Department Service Officers, and the veterans' community, to analyze claims folders, research and apply applicable statutes, regulations, government directives, and VFW policies pertinent to the claim. Includes public speaking as a regular duty and incumbent may be frequently called upon to state publicly VFW positions on special veterans' affairs issues and act as a mentor to the field staff.

Position requires knowledge of given subjects to such a degree as to make the incumbent an expert in the veterans' entitlements and benefits programs, which is normally gained through extensive study in either a business or academic environment, to include former military training.

Superior knowledge is required of military regulations, directives and terminology, including military discharge characterizations, to properly represent separating active duty military personnel and veterans in applying for benefits with the Department of Veterans Affairs.

Advanced knowledge of personal computers to include software applications, case management techniques and other electronic applications used 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:

Position is FLSA exempt.

Incumbent is under the direct supervision of the Assistant Director and Associate Director for Field Operations and has no supervisory responsibility. Incumbent may make some authoritative decisions on individual claims, but has limited impact beyond specific responsibilities.

Incumbent may from time to time be required to provide to the NVS Assistant Director, Training & Quality Assurance, subject material that will enhance the professional knowledge and proficiency at annual training. May act as an instructor at training conferences.

Plans and prioritizes work for own position on a recurring basis and has the latitude to decide when tasks will be performed. Develops briefing schedules on a monthly basis. Informs, as necessary, the appropriate Department Service Officer and Pre-Discharge Representatives on a daily basis of the current pending and completed cases.

Routine problem solving includes interviewing active duty military personnel and veterans to determine claims issues, ascertaining appropriate courses of action, reviewing VFW policies and procedures, applying applicable laws and government regulations, completing the filing process for veterans' entitlements and benefits, and monitoring case progression.

Typical problem solving includes reviewing evidence to ensure sufficient materials are available to adequately develop a claim for veterans' disability compensation or referring applications as appropriate.

Typical contacts will be with Department of Veterans Affairs RAS employees in conjunction with reviewing adjudicated rating actions up to 80% of the time, and 20% with members of the veterans' community and other National and Department Service Officers to resolve questions and clarify status of claims.

Incumbent participates in the development of the National Veterans Service annual budget and long-term strategic plans by submitting suggestions to the Assistant Director, Field Operations.

WORKING CONDITIONS:

Local travel may be required to make presentations as part of the local VA regional office's Benefits Delivery at Discharge Program to out-processing active duty personnel including National Guard and Reserve components. Minimal domestic travel will occur for attendance at VFW service officer training conferences.

Performance of duties in a location remote from NVS headquarters requires incumbent to work independently, with little immediate supervision; with requirement to provide reliable reports that attest to performance of duties.

This position requires travel for training purposes. Individuals may be tasked with assisting VFW BVA staff.

MAJOR ACCOUNTABILITIES:

Prepares instructional material and professional presentations as part of the VFW's support for the VA's Benefits Delivery at Discharge Project conducted on military installations in the assigned geographical area.

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

Prepares written claim and appeal actions, including substantive arguments to the Board of Veterans Appeals (BVA). Incumbent may assist with, or conduct BVA hearings in support of the VFW National Office as well as various VFW Department Offices as required.

When functioning in the capacity of Benefits Counselor, ensures that active duty personnel and members of the veterans' community are counseled concerning their rights and entitlements and are represented in a caring and highly professional manner.

Prepares instructional classes for the National Veterans Service training program.

Ensures proper records are maintained to render timely and accurate reports to the Director, National Veterans service concerning monthly activities.

The above duties are both specific and general in nature but are not intended to reflect all of the duties that may be required of the incumbent.

*This position is not eligible for relocation assistance. *