



Legislation Text

File #: CSC 20-0016, **Version:** 1

Establish the Veterans' Benefits Counselor (Senior) classification specification

HUMAN RESOURCES' RECOMMENDATION

The Department of Human Resources recommends the Civil Service Commission establish the classification specification of Veterans' Benefits Counselor (Senior).

SUMMARY

The Director of Human Resources recommends establishing the classification of Veterans' Benefits Counselor (Senior), which will provide on the job training, distribute work among staff, monitor status of work being performed, review work assigned and ensure that work is performed safely and efficiently, as well as interview veterans and/or their dependents or beneficiaries to gather information needed to determine eligibility for a variety of benefits and services.

DISCUSSION

The County is seeking to establish the Veterans' Benefits Counselor (Senior) classification in response to a request made by the Veterans Services Department. The department head has requested to establish the position to perform lead duties and train new Veterans' Benefits Counselors on departmental procedures and federal and state laws and regulations pertaining to client eligibility for benefits and assisting clients in receiving those benefits.

The Veterans' Benefits Counselor (Senior), under general direction, leads, plans, schedules and reviews the work of Veterans' Benefits Counselors, while performing the same and/or more complex duties associated with assisting veterans and their dependents and survivors in understanding and obtaining benefits provided by Federal and State laws and regulations; interprets Federal and State laws for recipients; interviews, counsels, and prepares all documents to file claims for veterans' benefits and entitlements for veterans, dependents and beneficiaries of veterans.

In accordance with title 39, Code of Federal Regulations 14.629, all persons appointed to this class are required to obtain accreditation with the State of California Department of Veterans Affairs within six (6) months of appointment to this class. Failure to successfully obtain this accreditation may be cause for disciplinary action.

Attached is a copy of the proposed class specification for Veterans' Benefits Counselor (Senior).

ALTERNATIVES

The Civil Service Commission could elect not to approve the proposed class specification; however, this is not recommended as the Veteran Services Department has indicated that the creation of this classification is needed to perform lead duties and to train new Veterans' Benefits Counselors on departmental procedures and federal and state laws and regulations pertaining to client eligibility for benefits and assisting clients in receiving those benefits.

OTHER AGENCY INVOLVEMENT

Human Resources worked with staff from the Risk Management Division and the Veterans Services

Department in creating the class specification. On May 21, 2020, the County notified all recognized employee organizations of the County's intent to establish the new classification. On June 18, 2020 the County notified SEIU that we were proposing to establish the classification. SEIU did not respond to the County's invitation to meet and confer.

Exhibits:

A. Proposed Class Specification: Veterans' Benefits Counselor (Senior)