

PROGRAM ADMINISTRATOR (VETERAN'S SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the coordination, administration and implementation of assigned veterans' programs, benefits, and services. Extensive contact is maintained with veteran service agencies, veterans' groups, and individual veterans to ensure conformance with current laws and to provide the public with current information regarding veterans' issues. This position also supervises and monitors the progress of designated veterans' facilities and services. Supervision may be exercised over a number of clerical or professional staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Works with higher-level administrators in the development, implementation and administration of various programs for veterans;

Provides consultation to veterans and assists them in obtaining benefits and services for which they are eligible;

Confers periodically with the County's Coordinator of Veteran's Affairs and other officials and professional staff involved in veterans issues;

Consults regularly with Federal, State and local veterans' service agencies and administrative offices to discuss various veteran issues;

Keeps abreast of current veterans' service issues and abreast of any laws, policies and regulations that may affect the veteran population;

Supervises and monitors designated veterans' facilities or veterans services at assigned shelters or health care facilities;

Works with and develops a variety of database management systems to track a variety of data for mandated reporting purposes, and to serve as way to track, monitor and evaluate the performance of programs;

Reviews existing countywide policies and activities regarding veteran affairs and makes recommendations for changes and improvements to the Coordinator of Veteran Affairs;

Supervises and coordinates workload of assigned staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Federal and State laws relating to veterans affairs and benefits; thorough knowledge of the problems and issues pertaining to veterans; thorough knowledge of job and provider resources available to veterans and their families; ability to establish and maintain effective working relationships with professional and paraprofessional personnel, elected officials, supporting staff and the general public; ability to prepare both narrative and tabular reports; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five years of experience where the primary function was either: (a) human services, counseling or social work which provided benefits or services to veterans; or (b) the creation, development, evaluation or control of programs which provided benefits or services to veterans in the public or private sector.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree may be substituted on a year for year basis up to two years.

NOTE: Paid or unpaid verifiable volunteer experience may be substituted for each year of the above stated paid experience in either (a) or (b).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Candidates are required to be a veteran.