

Sisseton Wahpeton Oyate

Job Description

Job Title: Veterans Service Officer Assistant/Van Driver

Reports to: Program Manager

General Description:

The Veteran Service Office Assistant – Driver will adhere to the values and ethics policy with regard to personnel private files, having access to confidential and sensitive veteran information. Like the Federal Government, we follow the HIPPA policy which states under NO circumstance can any information regarding a Veteran be discussed with none other than the Patient themselves. VSO-AD performs any other related function associated with the delivery of veteran benefits to include transporting the Veteran to a medical appointment when needed. The VSO-AD also provides administrative and clerical support to the Tribal Veteran Service Officer (TVSO).

Duties:

- Maintain file records, office materials, supplies and reports.
- Perform telephone contact work, type, proofread material.
- Transports Veterans to and from Administration Medical Facilities when needed.
- Types and repairs correspondence, records, reports, bills, timesheet and vouchers.
- Establish new and maintaining current files, contact reports, and monthly claims activity report.
- Assist the TVSO in any function pertaining to the office and are not limited to (Welcome Home, Memorials, Federal/State/Tribal relations regarding Veteran matters).
- VSO-AD applicants must demonstrate a working knowledge of the following tasks:
- Exercises judgment in answering public inquiries received by phone or in person using knowledge obtained on the job.
- Directs problems to the proper party or agency.
- Assist claimants in preparing benefits forms, i.e., compensation, pensions, insurance, education, and hospitalization.
- Advise claimants concerning any available benefits including social security, vocational rehabilitation, and any other forms of public assistance.

Skills and Abilities: VSO-AD applicants should be able to demonstrate the following skills and abilities:

- Abilities to establish and maintain an effective working relationship with veterans, dependants of veterans, other veteran service organizations, community organization and other general public.
- Operate a typewriter, photocopy machine, fax, and data processing software; and other computer software.
- Ability to drive long distances in all variety of weather and on occasions, overnight stays.
- Ability to work 40 hours a week (sometimes more).
- The sincere desire to work with veterans of all ages, gender and disabilities.
- Ability to use a computer and maintain files, compile and compute information, statistical data, vouchers, reports and verify numerical accuracy.
- Ability to proofread materials and correspondence for inaccuracies and errors.
- Ability to attend yearly training requiring overnight stays from 3 to 5 nights.
- Ability to attend monthly meetings including after working hours.
- Have the instincts and respect to understand we help any and all Veterans in any way shape or form that we can.

Qualifications:

- **Must be an HONORABLY discharged Veteran.**
- Must be able to obtain Tribal Drivers License and can be insurable. *+ State Drivers License*

Approved by *Daniel H. [Signature]* Date *10-12-16*