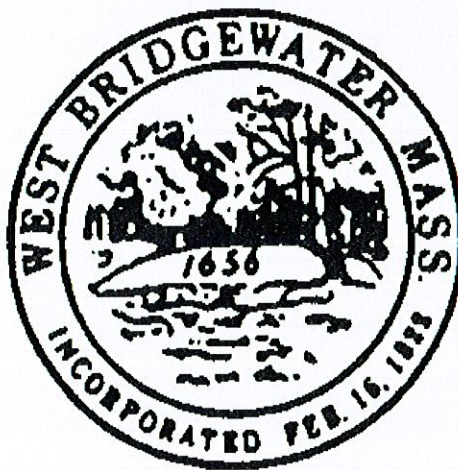


Strategic Planning: Report on Departments

Veterans



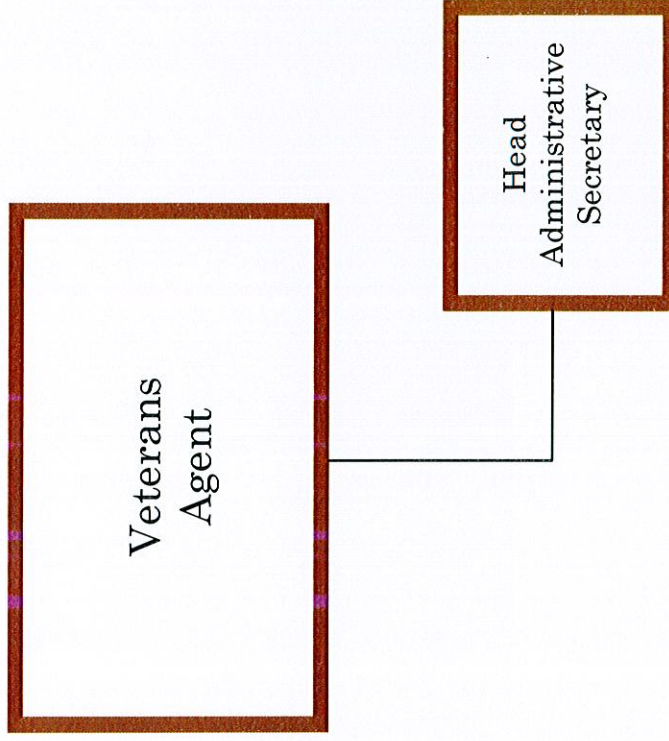
Included:

Mission, Functions, Goals, of the Department

Organizational Chart

Job Descriptions

Veterans



MISSION STATEMENT

The mission of the Department of Veterans' Services (DVS) is to be the leading advocate for the more than half-million veterans of the Commonwealth and their families and survivors. DVS establishes policy, proposes legislation, ensures adequate funding for veterans programs is included in the Governor's budget, and represents the interests of veterans in matters coming before the General Court. In addition, DVS represents all state agencies and individual veterans before the federal Department of Veterans Affairs in securing federal compensation and other benefits that might be available. It also administers the needs-based benefits program (M.G.L. C. 115) through Veterans' Service Officers in each municipality of the Commonwealth, and also provides state funding to organizations offering homeless shelter, transitional housing, and outreach services to veterans.

BASIC FUNCTIONS

Meets with Veterans and their dependents to determine eligibility or qualifications for benefits.

Processes applications for benefits and related paperwork as required by the State Department of Veterans Services.

Monitors client's needs as well as their obligations on an on-going basis. Serves

as representative of both past and present local veterans populations

Inquires as to alternative resources for the client, including Department of Employment, Social Security and Veterans Administration.

Completes reports for the Town and the Commonwealth in an accurate and a timely manner. Assists

Veterans and their dependents with forms for agencies such as Mass. Rehabilitation and other agencies.

Keeps meticulous files and records on all clients, services rendered, payments made.

Monitors upkeep and maintenance of cemeteries with veterans.

Attends trainings, meetings and maintains any required certifications for Veterans Services Officers.

Provides outreach and information on veterans' services such as disabled veterans tax abatements, surviving spouse eligibility in annuities.

Maintains and updates various veterans service list for all conflicts and wars.

Responsible for maintenance and updates of veterans' webpage on town website once

a website has been established.

Assists Veterans in need of medical attention from the VA.

Prepares and verifies weekly benefits, verifies department payroll and bills payable vouchers for Department.

Sets annual goals for achievement by department; prepares and administers annual operating budget.

IMMEDIATE GOALS FOR FY 13

To continue to give the same level of service to our Veterans and families as we are now doing .

MAKING CHANGES TO OUR DEPARTMENT

Our department runs efficiently as it is, no changes are needed.

RECOMMENDATIONS FOR RESTRUCTURING OUR DEPARTMENT

No recommendations to restructure our Department.

ADDITIONAL SERVICES TO OUR DEPARTMENT

We work under the directives of the Dept. of Veteran's Services and we provide multiple services to our Veteran's under their guidelines.



Board of Selectmen

Town Hall
65 North Main Street
West Bridgewater, MA 02379
1-508-894-1267
fax: 1-508-894-1269

VACANCY

Position: Veterans' Agent (aka Veterans Services Officer, VSO)

Appointing Authority: Board of Selectmen.

Statement of Duties:

Position is responsible for the management and administration of federal, state and local benefits and referral services to assist veterans and/or their dependents in accordance with Massachusetts General Laws Chapter 115; performs all other related or similar duties as required.

Salary: \$8,910 -- annually.

Hours a Week: Varies depending on case load. Two – three a week but needs to be available when needed.

Supervision:

The Veterans Agent works under the direction of the Town Administrator, in strict compliance with municipal, state, and federal policies related to the provision of veterans services, programs and payments. The Agent establishes short-range plans and objectives; assumes direct accountability for department results. The Agent develops and administers departmental policies, goals, objectives, and budgets.

The Agent has access to confidential information of department regarding the personal and financial information of clients and must maintain that confidentiality.

The Agent directs one clerical staff employee.

Job Environment:

Guidelines provide well established guidance for performing the work. Guidelines include state laws, local regulations, organizational policies, general principles, legislation, or directives that govern the operations of the Veterans Department. Adaptation required for new methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The Agent is recognized as the authority in interpreting the guidelines, in determining how they should be applied, and in developing operating and administrative policies to comply with directives and regulations. Ongoing assessment of services and recommending improvements; planning short and long-range projects; recommending standards or criteria. Workload fluctuates unpredictably throughout the year depending on the needs of clients.

Errors may result in a delay or loss of service, monetary loss, legal repercussions, adverse public relations to the town.

Position has constant contact with the public, clients and/or their family members/survivors, veteran's organizations, state and federal agencies, and other town departments for the purpose of rendering services, answering inquiries, and giving or receiving information. Contacts are

usually made in writing, in person and on the telephone. Purpose of contact is to respond to requests for information and assistance.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Meets with Veterans and their dependents to determine eligibility or qualifications for benefits.

Processes applications for benefits and related paperwork as required by the State Department of Veterans Services.

Monitors client's needs as well as their obligations on an on-going basis.

Serves as representative of both past and present local veterans populations

Inquires as to alternative resources for the client, including Department of Employment, Social Security and Veterans Administration.

Completes reports for the Town and the Commonwealth in an accurate and a timely manner.

Assists Veterans and their dependents with forms for agencies such as Mass. Rehabilitation and other agencies.

Keeps meticulous files and records on all clients, services rendered, payments made.

Monitors upkeep and maintenance of cemeteries with veterans.

Attends trainings, meetings and maintains any required certifications for Veterans Services Officers.

Provides outreach and information on veterans' services such as disabled veterans tax abatements, surviving spouse eligibility in annuities.

Maintains and updates various veterans service list for all conflicts and wars.

Responsible for maintenance and updates of veterans' webpage on town website

once a website has been established.

Assists Veterans in need of medical attention from the VA.

Prepares and verifies weekly benefits, verifies department payroll and bills payable vouchers for Department.

Sets annual goals for achievement by department; prepares and administers annual operating budget.

Recommended Minimum Qualifications

Education and Experience:

A candidate for this position should have a Bachelor's Degree in Social or Human Services or Business Administration; three (3) to five (5) years of related managerial or administrative experience in human relations, social service fields or business; or any equivalent combination of education or experience.

Special Requirements:

Valid Massachusetts Class Driver's License

Must be a veteran in accordance with MOL Chapter 115

Knowledge, Skills and Abilities:

A candidate for this position should have a thorough knowledge of the laws and regulations governing the operation of the Veterans Department; the ability to respond sensitively with courtesy and tact to the needs of clients; and have strong administrative and oral and written communications skills. Proficient in the use of computers and automated databases, spreadsheets and financial analysis. Ability to generate detailed and accurate reports and payments schedules.

Physical and Mental Requirements:

Employee works under normal office conditions and is required to talk, listen/hear and sit up 2/3'd of the time; stand, walk and use hands up to 1/3rd of the time. No significant lifting, pushing, or pulling is required. Equipment operated includes automobile, office machines and computer. Normal vision requirements.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.



Board of Selectmen

65 North Main Street
West Bridgewater, MA 02379
Telephone (508) 894-1267
Fax (508) 894-1269

VETERANS AGENT SECRETARY

TITLE: VETERAN'S AGENT SECRETARY

CLASSIFICATION: PRINCIPAL CLERK

APPOINTED BY: BOARD OF SELECTMEN
(upon recommendation from the Veteran's Agent)

REPORTS TO: VETERAN'S AGENT

FUNCTION: The Veteran's Agent Secretary shall have a working knowledge of the following benefits available to veterans and their dependents.

Veterans Benefits – Chapter 115, M.G.L.
Veterans Administration benefits program
Social Security Benefits
Supplemental Security Income Benefits
Unemployment Compensation Benefits
Workmens Compensation Benefits
Welfare Benefits
Massachusetts Rehabilitation Services
Blue Cross/Blue Shield Coverage
Other insurance and medical benefits and plans
Medicare benefits
Medicaid benefits
Hospital rates
Nursing Home rates
Job finding services
Federal and State Laws

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Complete processing of applications for Veterans Benefits for aid to veterans and their departments by typing copies of the application. Under the direction of the Veterans Agent, responsible for preparation of application and submission to the Office of Veterans Services in Boston.
2. Responsible for sending out investigative reports as follows:
 - A. Bank report letters to all banks to determine assets.
 - B. Wage reports to determine wage and salary continuance.
 - C. Letters to insurance companies or union for disability benefits.
 - D. Letters to Workmen's Compensation to determine benefits in injury cases.
 - E. Report to Division of Employment Secretary office to determine receipt of Unemployment Compensation Benefits.
 - F. Reports to various agencies to determine necessary information and legal documents such as marriage certificates, birth, death, divorce papers, and discharge papers from the Armed Forces.
3. Receive all telephone calls and answer any questions necessary to assist the caller.
4. Set up and submit payrolls for the recipients.
5. Preparation and submission of weekly vouchers for payments of all bills to Blue Cross or other insurers, doctors, hospitals, dentists, pharmacies, nursing homes, etc.
6. Submission of monthly reports to the Treasurer and State Veterans Office for a portion of all monies expended in Veterans Benefits for purpose of reimbursement by the State. Submission of all recovery monies from the State to the Town Treasurer.
7. Typing correspondence and reports.
8. Performs related work as required by the Agent.

Education and Experience:

Minimum of a High School diploma required. Duties require knowledge of all office machines, including computer. Working knowledge of Microsoft Excel, Word and Access a must. Duties require excellent secretarial skills of note taking, minute transcriptions, letter writing, knowledge of the Open Meetings law, Public Records Management Law and other such laws pertaining to the maintaining of accurate records in the respective office.

Physical Demands:

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.

- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.
- The physical demands described here are representative of those that must be able to be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear. The employee is occasionally to use his or her hands to finger, handle, feel or operate objects, tools or controls; and to reach with his or her hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally quiet.

The office is a smoke-free work site and meets the standards of the American with Disabilities Act.

Selectmen Guidelines for Selection:

Formal application; rating of education and experience; oral interview; reference and background check required. Job related tests will be required and administered during the interview process.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

07/01/09

Town of West Bridgewater
Head Administrative Clerk –Generic
~DRAFT~

Full-time Position:

35 Hours Per Week

Title: *(list what applies to the specific department)*

Department (s): *(list department(s) position will be reporting to.)*

Classification: Head Administrative Clerk -- Union Position

Pay Scale: *(see current contract)* DOQ.

Hiring Authority: Board of Selectmen

Supervising Authority: *(list appropriate authority)*

Primary Purpose of the Position:

To provide administrative clerical services to the *(list)* with a high degree of decision making under the supervision of the respective department head (s).

Duties and Responsibilities: *(list all that apply for the specific department(s) position will be responsible to. Such duties should include reference to the position's supervision over certain duties within the department for which the employee will be reporting; employee will need to have a complete knowledge of the operations in the department; be capable of organizing and overseeing the operations for which the position is responsible. Below is a sample type of description that could be used and altered to fit the appropriate department... These are taken from the Job Description for the Head Administrative Clerk in the Accounting/Highway, Forestry and Vehicle Maintenance departments.*

- Processes and monitors weekly payable process including bills payable and payroll expenditures through to the printing of warrant and check process and checks for compliance with Town and State procurement statutes to alert Town Accountant to possible departmental violations of same.
- Prepares monthly and interim financial and budgetary reports for all Departments. Alerts Town Accountant promptly to all Town departments' budgetary line over-expenditures.
- Processes year-end encumbrance transactions.
- Develops and maintains grants and contract documentation for Highway, Forestry and Vehicle Maintenance Departments. (e.g. Chapter 90 and recycling).
- Participates in training of various departments' clerical staff for the maintaining of accurate financial records for their department heads.

- Assists in the preparation of various annual state reports for review and final approval by the Town Accountant.
- Participates in internal auditing and special assignments as assigned by the Town Accountant.
- Performs other accounting duties, which may include assisting the public and other employees in person, by telephone, or by letter. Researches and provides information as needed in a broad variety of financial account matters. Establishes accounts with area businesses. May provide explanation and interpretation of town, state, and federal laws or regulations pertaining to the accounting functions. Assists the Town Accountant on related matters and performs other related duties as assigned.
- Develops computerized spreadsheets and reports for analysis of financial information.
- Responsibilities include the collection of new hire information; processing daily and hourly time sheets; clarifying contract issues as they pertain to payroll disbursements; accounting for professional stipends in accordance with applicable Town employment contracts; maintains sick and vacation time schedules as required. Maintains records and occasionally analyses data.
- Maintains accurate financial files for the Town Accountant.
- Maintains accurate files for three Superintendents in the Town's Fleet Center: Highway, Forestry and Vehicle Maintenance. Answers all inquiries and correspondence as directed by these three Department Heads. Also processes all bills, prepares weekly payroll for the three departments, maintains accurate personnel records for department members. Maintains departmental inventories where required.
- Also, prepares all documentation for Federal/State grants, (e.g. Chapter 90 funds); produces project progress reports and compilation of receipt of financial awards status reports for monthly monitoring by department heads.
- Assist Town Accountant/Information Systems' Coordinator with trouble shooting of computer problems as needed and performing related tasks as directed.
- Supervise other clerical employees in the department.

Minimum Qualifications:

Skills, Knowledge and Abilities

- Ability to recognize Town-wide financial and budgetary priorities and work cooperatively to support their accomplishments.
- Knowledge of governmental fund accounting, and state and federal regulations.
- Knowledge and familiarity with standard principles, procedures, records and forms related to computerized accounting systems.
- Ability to identify and analyze complex issues and to develop appropriate recommendations to the supervisor.
- Ability to interact effectively and tactfully with a wide variety of individuals, including management personnel, other department staff, vendors, and irate clients.
- Strong organizational skills; ability to handle diverse tasks with minimal supervision and frequent interruptions.
- Ability to perform detailed work accurately with dispatch and within strict deadlines.
- Ability to develop forms and procedures to expedite assigned work.
- Ability to communicate effectively both verbally and in writing; to establish positive public relations for the Town, departments and/or divisions; and to interact effectively and positively with a wide variety of people.

Education and Experience:

Minimum of a High School diploma required. Some college financial background recommended. Duties require knowledge of finance and accounting equivalent to an associate's degree in accounting plus one or more year's experience in accounting work, including working with computerized accounting systems. Municipal finance experience recommended. Working knowledge of Microsoft Excel, Word and Access a must. Knowledge of KVS accounting software a plus. Duties require excellent secretarial skills of note taking, minute transcriptions, letter writing, knowledge of the Open Meetings law, Public Records Management Law and other such laws pertaining to the maintaining of accurate records in the respective office.

Physical Demands:

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.
- The physical demands described here are representative of those that must be able to be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear. The employee is occasionally to use his or her hands to finger, handle, feel or operate objects, tools or controls; and to reach with his or her hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally quiet.

The office is a smoke-free work site and meets the standards of the American with Disabilities Act.

Selectmen Guidelines for Selection:

Formal application; rating of education and experience; oral interview; reference and background check required. Job related tests will be required and administered during the interview process.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

04-06-09

- Assists HAC, department Head (if applicable) with all issues relevant to the department as asked.
- May supervise one or more employees in the department.
- May perform secretarial duties to department head and/or Board members.
- Performs complex clerical work requiring a high degree of decision making ability.
- Requires individual judgment in carrying out established procedures and in the application of provisions of the law and regulations under the supervision of the executive or administrative employee or Board members.

Minimum Qualifications:

Skills, Knowledge and Abilities

- Ability to recognize department's budgetary priorities and responsibilities to eth Board/Commission/Department Head and work cooperatively to support their accomplishments.
- Ability to identify and review complex issues and to develop appropriate recommendations to the HAC, Department Head or Board of Commission members.
- Ability to interact effectively and tactfully with a wide variety of individuals, including management personnel, other department staff, vendors, and irate clients.
- Strong organizational skills; ability to handle diverse tasks with minimal supervision and frequent interruptions.
- Ability to perform detailed work accurately with dispatch and within strict deadlines.
- Ability to work with HAC, Department Head and/or Commission or Board members to develop forms and procedures to expedite assigned work.
- Ability to understand the complete operation of the department and work with accordingly.
- Ability to communicate effectively both verbally and in writing with little supervision from supervisors; to establish positive public relations for the Town, departments and/or divisions; and to interact effectively and positively with a wide variety of people.

Education and Experience:

Minimum of a High School diploma required. Duties require knowledge of all office machines, including computer skills. Working knowledge of Microsoft Excel, Word and Access a must. Duties require excellent secretarial skills of note taking, minute transcriptions, letter writing, knowledge of the Open Meetings law, Public Records Management Law and other such laws pertaining to the maintaining of accurate records in the respective office.

Physical Demands:

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.
- The physical demands described here are representative of those that must be able to be met by an employee to successfully perform the essential functions of the job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear. The employee is occasionally to use his or her hands to finger, handle, feel or operate objects, tools or controls; and to reach with his or her hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally quiet.

The office is a smoke-free work site and meets the standards of the American with Disabilities Act.

Selectmen Guidelines for Selection:

Formal application; rating of education and experience; oral interview; reference and background check required. Job related tests will be required and administered during the interview process.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

11-09