

County of Santa Cruz

INVITES YOU TO APPLY FOR:



VETERANS SERVICES REPRESENTATIVE

Supplemental Questionnaire Required

Open and Promotional
Job # 24-SR7-01

Salary: \$5,597 – 7,082 / Month

Closing Date: Friday, September 06, 2024

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Under direction, interviews, advises and assists veterans and their dependents in understanding and obtaining the benefits to which they are entitled under federal, state and local legislation; carries a service caseload and develops service plans which may include the need for specialized social services, provides information about available services and arranges for referral of clients to appropriate resources; perform other work as required. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Two years of experience in an agency or program administering, assisting or advocating for veterans' benefits. Completion of the equivalent to 30 semester units in social welfare, psychology, sociology or other behavioral science from an accredited college may be substituted for up to 6 months of the required experience.

Special Requirements: Successful completion of a course of instructions in Veterans Benefits as prescribed by Title 38, Code of Federal Regulations 14.629. Accreditation by the California Department of Veterans Affairs



is required within 6 months of appointment. Possession of a valid California Class "C" Driver's license or must be able to provide suitable transportation which is approved by the appointing authority.

Knowledge: Working knowledge of Federal, state and local laws and regulations governing veterans' rights, benefits and obligations; problem solving techniques used to clarify or resolve discrepancies between regulatory guidelines and veterans' claims and supportive evidence; interviewing techniques; veterans claims and appeal practices and procedures; community organizations and resources available to veterans and their families; and social casework objectives, principles, methods, caseload management and organization. Some knowledge of principles of human behavior and development, psychological defense mechanisms, and stress reactions; laws, policies and administrative procedures of County social service programs; social and economic factors which may influence a veteran's life; medical terms used in legislation, regulations and claims presentation; and addition, subtraction, multiplication and division.

Ability to: Understand, interpret and apply complex laws and regulations on the rights and benefits to which veterans and their dependents are legally entitled; speak, write and interview effectively in a variety of locations and circumstances; listen attentively and ask pertinent questions; analyze and evaluate problems of individual veterans and their families and recommend effective solutions or alternatives; speak effectively before groups; prepare clear and concise correspondence and maintain records; establish and maintain effective working relationships with those contacted through the course of work; and gather, record evaluate information necessary for initial and continuing eligibility entitlements for a variety of veterans benefits.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months, and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, People of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require fingerprinting and/or background investigation.

VETERANS SERVICES REPRESENTATIVE – SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Describe your experience in planning, directing and administering comprehensive programs.
2. Describe your direct experience with veteran agencies, local veteran groups, and veteran hospitals.
3. Describe your experience in identifying the needs of clients, providing information regarding benefits and services and advocating on their behalf to obtain benefits and services.

EMPLOYEE BENEFITS:

ANNUAL LEAVE – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS – 14 paid holidays per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HC FSA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.

County of Santa Cruz

www.santacruzcountyjobs.com