The VFW Washington, D.C. Office has two position openings as described.

**DEPARTMENT**: National Veterans Service

**JOB TITLE**: Claims Consultant/NCRBO Office

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**NATURE OF WORK:**

Assist members of the veterans’ community in the preparation, development, and submission of claims for veterans’ benefits to the Department of Veterans Affairs. Analyze veterans’ applications/claims and electronic folders, develop issues for use in the appellate process, conduct outreach to the veterans’ community, counsel service members, veterans, and eligible family members on the Department of Veterans Affairs, federal and state agency benefits.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

Process inquiries from the veterans’ community concerning veterans’ benefits. Ensure that the appropriate forms are accurately and efficiently prepared and submitted. Monitor claim progression, reviewing decisions when applicable to determine appropriate courses of action to resolve unfavorable decisions.

Research and develop appeals through coordination with outside agencies and with VA and private medical information/evidence. Prepare statements on behalf/support of the veteran’s claim or appeal.

Conduct outreach to the veterans’ community to counsel and assist veterans/claimants on benefits available to them through the Department of Veterans Affairs, federal and state agencies.

Perform as a case manager, providing quality customer service and conducting follow-up to ensure veterans’ progression in the assistance program is satisfactory.

Performs administrative and clerical duties for self and as assigned by the Associate Director, National Capital Region Benefits Office.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

VFW membership eligibility is not required.

Position requires an Associate degree, or a minimum of three years related work experience and training.

Proficiency in human relations skills and basic analytical abilities are required to interface with the veterans’ community, analyze claims folders, VA and Federal regulations and policies pertinent to the claim. Position requires knowledge of given subjects to such a degree as to make the incumbent authoritative in veterans’ affairs. Typically includes public speaking on a particular subject and incumbent may be frequently called upon for his/her views on special veterans’ affairs issues.

Basic knowledge of general office machinery and computer operations is required. Demonstrate ability to apply complex VA rules and regulations necessary in filing VA claims and appeals.

Position requires VFW accreditation with the Department of Veterans Affairs and successful completion of the Veterans Benefits Administration’s Training, Responsibility, Involvement and Preparation of claims (TRIP) test. Incumbent will, from time to time, be required to take recertification tests to monitor their proficiency in the laws pertaining to veterans’ benefits.

**SCOPE OF POSITION:**

This position is FLSA exempt.

The incumbent is under the direct supervision of the Associate Director, National Capital Region Benefits Office, and VFW National Veterans Service and has no supervisory responsibility.

Typical decisions involve determining individual veteran needs and ascertaining the appropriate course of action to resolve the issue presented.

Plans and prioritizes work for own position on a daily basis.

Typical problem solving includes interviewing veterans to determine eligibility for benefits, claims issues, ascertaining appropriate courses of action, reviewing VA policies, procedures and laws, assisting in filing for the benefits sought and monitoring case progression.

Typical contacts are with members of the veterans’ community to resolve questions and clarify status of constituents’ claims.

Provides input to the Associate Director, National Capital Region Benefits Office concerning the National Veterans Service annual budget. Initiates process activities in the limited area such as providing recommendations concerning the expansion of the VFW veterans' outreach program.

**WORKING CONDITIONS:**

Incumbent functions in a normal office environment approximately 90% of the time. Limited domestic travel is required to participate in training conferences 5% of the time and local travel is required 5% of the time for VFW veterans’ outreach or other duties assigned.

Basic computer skills needed to access claim databases, including VETRASPEC claims management database and Microsoft applications.

Performance of duties requires incumbent to work independently, with little immediate supervision; with requirement to provide reliable reports that attest to performance of duties.

Position requires the ability to analyze complex materials.

**MAJOR ACCOUNTABILITIES:**

Ensures veteran’s community inquiries are timely reviewed and processed, ensuring appropriate documentation is accurately completed and the claim forwarded to the applicable agency in a timely manner.

Ensures that veterans’ claims issues are properly documented in Vetra Spec, researched and developed prior to submission to the applicable federal agency and that the veteran is adequately represented in the appellate process.

Ensures that members of the veterans’ community are counseled concerning their rights and entitlements and are treated in a fair and caring manner.

Ensures proper records are maintained to render timely and accurate reports to the Associate Director National Capital Region Benefits Office, concerning monthly activities.

The above duties are general in nature and are not intended to reflect all of the duties which may be required of the incumbent.

\*This position is not eligible for relocation assistance. \*