

### **Program Support Assistant**

The Program Support Assistant works as a member of one of the teams in the Fiduciary Hub and serves as the primary contact for the veteran and their representative/advocate for all fiduciary issues. The incumbent will perform a variety of administrative and clerical tasks in support of the Fiduciary Hub and performs scanning duties.

### **Legal Instruments Examiner**

The Legal Instruments Examiner's primary purpose is to make factual quasi-legal and subjective determinations involved in the administration of all types beneficiary estates, the protection of benefit rights, the routine handling of legal matters, and the identification of legal questions which require action.

Legal Instruments Examiners will review records to ensure that all beneficiaries and dependents are accounted for in award actions.

Legal Instruments Examiners will advise the fiduciary of possible entitlement to various other non-VA benefits such as Social Security, Railroad Retirement, Medicare, Medical Assistance, etc.

### **Field Examiner**

The Field Examiner is responsible for independently conducting a variety of field examinations, when requested by authorized personnel.

Evaluates psychiatric and/or court determinations of incompetence by means of field investigations to arrive at independent determinations of whether or not adult beneficiaries have the mental capacity to handle their own funds.

Develops information through observation, analysis of records, personal interviews, and dispositions of beneficiaries, their relatives, and/or disinterested witnesses in the community. When a fiduciary is required, determines the most effective, practical, and/or economical pay arrangement based on the situation.

Explains the laws and regulations governing fiduciary responsibilities, binds federal fiduciaries in contractual obligations with the government, and in all supervised cases negotiates an agreement of funding usage based on the analysis of expenses, standard of living, and other relevant facts.



## **Department of Veterans Affairs**

Indianapolis Regional Office  
575 N. Pennsylvania Street  
Indianapolis, Indiana 46204

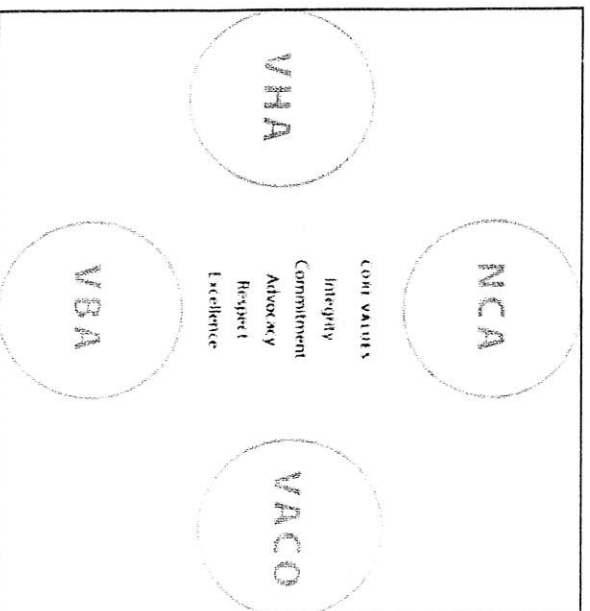


## Why work for the Department of Veterans Affairs?

We strive to fulfill President Lincoln's promise: *"To care for him who shall have borne the battle, and for his widow, and his orphan"* by serving and honoring the men and women who are America's Veterans.

Our core values (I CARE) focus our minds on our mission of caring and thereby guide our actions toward service to others.

Robert Wilkie  
Secretary, Dept. of Veterans Affairs



### Veterans Service Representative (VSR)

The VSR explains benefit programs and entitlement criteria, conducts interviews, identifies issues, gathers relevant evidence, adjudicates claims, and inputs data necessary to generate the award and notification letter to the veteran describing the decision and the reason for it.

### Rating Veterans Service Representative (RVSR)

The RVSR works in concert with members of his/her team or other Veteran Service Center (VSC) teams as a decision maker for claims involving rating decisions. The RVSR also participates in personal hearings before the Board; developing viewpoints, reconciling differences of opinions, and assists with the training of new members.

RVSRs may directly interact with the veterans and his/her representative or advocate. The incumbent is responsible for analyzing claims to make determinations regarding service-connection, percentage of disability, permanent and total disability and entitlement to compensation, pension, vocational training, medical and dental treatment, automobiles or other conveyances, insurance, specially adapted housing, dependent education allowances, and other ancillary benefits. The Rating VSR assures proper application and is accountable for proper analysis, appropriate development and final rating determinations.

### Careers at the VA

<http://mycareeratva.va.gov/>  
<https://www.usajobs.gov/>  
<http://www.fedshirevets.gov>

### Claims Assistant

The claims assistant maintains claims folders, insuring all pertinent records and documents are preserved, filed in chronological order, and in the correct compartment.

Develops straightforward evidence in conjunction with claims and assists with the gathering of evidence for more complex cases.

Utilizes the BDN systems development capabilities and prepares correspondence through office automation for all development which cannot be accomplished using the BDN system. Independently performs weekly WIPP reviews for end products established for service-connected admissions. Explains basic VA benefit programs and entitlement criteria to veterans and their dependents, assisting with completion of application and all forms. The incumbent is responsible for checking all forms and evidence submitted for completeness, accuracy, and routing to the proper element.