



Medford

Medford City Hall
85 George P. Hassett Drive
Medford, MA 02155
Office of Diversity and Human Resources, Room 204
HR: 781-393-2640 - Fax: 781-391-3546

POSTED DATE: October 17, 2023
POSTING REMOVAL DATE: October 31, 2023
POSITION: Director of Veterans' Services
DEPARTMENT: Veterans' Services
HOURS OF WORK: Full-time (35 hours/weekly) Monday, Tuesday, Thursday 8:30 AM – 4:30 PM;
Wednesday 8:30 AM – 7:30 PM; Friday 8:30 AM – 12:30 PM.
SALARY: CAF 13, \$1,412.11 – \$1,681.62 weekly (Union)

BASIC FUNCTION:

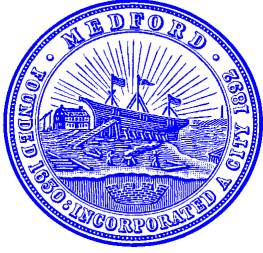
The Director of Veterans' Services works under the administrative direction of the Mayor, working from municipal policies and objectives; individual establishes short-range plans and objectives, and assumes direct accountability for department. The employee is responsible for the development and implementation of department policies, goals, objectives and budgets for review and approval of the Mayor. The employee is also expected to attempt to resolve conflicts which arise and coordinate with others as necessary. Performs administrative and professional work in planning, organizing, and carrying out programs to meet the economic and medical needs of military veterans, their dependents, and the public in accordance with State and Federal laws and regulations.

SUPERVISION:

Reports directly to the Mayor. Director of Veterans' Services supervises part-time clerical staff.

RESPONSIBILITIES:

- Performs varied and responsible duties ranging in nature from routine to complex, requiring strict adherence to state and federal laws; exercises independent judgment in the administration of benefits and other assistance services to veterans and their dependents.
- Processes applications for veterans' benefits through state and federal means; directs investigations into the necessities and qualifications of claimants; authorizes payments to eligible persons; performs follow-up activities to confirm appropriate use of benefits and assistance.
- Directs and participates in the administration of various veterans' benefits available to veterans and their dependents, including pensions, compensation, hospitalization, outpatient treatment, housing, education, burial, and other benefits available under federal and state programs, and from various non-profit entities.
- As a Veterans' Services Director, per M.G.L. Ch. 115, sec. 3, receives and processes applications for Veterans' benefits, financial and medical assistance payments for qualified needy veterans and their dependents, in accordance with title 108 of the Code of Massachusetts Regulations.
- As Veterans' Burial Agent, prepares and pays eligible claims for the proper burial and interment charges of indigent veterans or their dependents as per M.G.L., Ch. 115, sec. 7.
- As a Veterans' Graves Registration Officer, as required by M.G.L. Ch. 115, sec. 9, maintains recorded list of veteran's deaths within the City, showing date and cause of death, location of grave, name and location of cemetery and dates of wartime service. As well as periodically attends training seminars and conferences held under the direction of the Massachusetts Secretary of Veterans' Services.
- Obtains and maintains certification as a Veterans' Services Director, as required by the Massachusetts Department of Veterans' Services.
- Performs similar or related work as required or as situation dictates.
- Coordinates meetings of the Veterans' Advisory Committee.
- Promotes the Performs other related duties as required.



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EDUCATION AND EXPERIENCE:

Bachelor's degree in human relations, social work, or related field, and five (5) years of work experience in social welfare administration, veterans' benefits administration; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Other Special Requirements: Must be an honorably discharged Veteran. Must have a Massachusetts Driver's license.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge - Must have a working knowledge of chapter 115 of the Massachusetts General Laws, pertaining to the responsibilities of the Director of Veterans' Services. Requires a working knowledge of Veterans regulations under Title 38 of the United States Code, as well as state and federal regulations. Thorough knowledge of state and federal laws pertaining to veterans and their dependents, specifically Mass General Laws, Chapter 115, and its amendments, as well as Title 38 of the Federal Code.

Skills - Exceptional verbal and written communication and presentation skills for coordinating various programs.

Abilities - Ability to plan, negotiate and assume leadership in relations with community and governmental agencies and in establishing and coordinating programs for veterans. Ability to establish effective working relationships with applicants, recipients, other agencies, and the general public.

WORK ENVIRONMENT:

Standard indoor office environment. The noise level in the work environment is usually low to moderate.

SEND, COVER LETTER AND RESUME TO
Human Resources Department
City of Medford – Room 204
85 George P. Hassett Drive
Medford, MA 02155

Send cover letter and resume with the job title in the subject line to
jobs@medford-ma.gov

For the posting, please visit the City of Medford's website – www.medfordma.org

The City of Medford is an Equal Opportunity/Affirmative Action/504 Employer Residents of the City of Medford, Women, Persons of Color, Veterans and Persons with Disabilities are encouraged to apply.