**DEPARTMENT**: National Veterans Service

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**JOB TITLE**: National Pre-Discharge Claims Representative

**PRIMARY DUTY LOCATION: Naval Station Norfolk, Virginia**

**Apply**: <https://www.vfw.org/careers>

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**NATURE OF WORK:**

Assists in the implementation of the Veterans of Foreign Wars outreach programs to military service members at military installations (including National Guard and Reserve units) in support of DoD’s Transition Assistance Program and the VA’s Pre-Discharge Program.

Represents separating active duty military personnel by assisting with Transition Assistance Program (TAP) as well as the preparation, development, submission and review of claims for transitioning service members’ benefits to the Department of Veterans Affairs. Reviews Pre-Discharge claims’ rating decisions as needed.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

Makes presentations and prepares and processes claims for VA benefits as part of the implementation of the Veterans of Foreign Wars active service members’ outreach programs to military installations in the assigned geographical area, in support of the VA’s Pre-Discharge Program. Performs as a case manager for service members’ claims.

Prepares statements on behalf of the Pre-Discharge client’s claim, and if necessary, appeal.

Advises service members in obtaining medical evidence from VA/DoD attending physicians, and other health care professionals.

Conducts research and inquiries pertaining to military services policies and regulations. Interacts with pertinent military officials in fulfillment of the mission to provide assistance to separating/retiring service members. Maintains regular contact and partners with the sponsoring base Transition Manager.

Describes the posture of the Veterans of Foreign Wars service programs to separating service members and, as directed by the Assistant Director, to local veterans communities and federal agencies. Interacts with other veterans’ service organizations and state veteran service agencies.

Incorporates statutes, regulations and government directives to ensure that service members’ interests are articulated in accordance with VFW national mandates and the VA requirements.

Processes inquiries from the military community concerning veterans’ benefits. Ensures that the appropriate claims forms are accurately and timely submitted. When requested by the Assistant Director, mentors recently hired VFW Pre-Discharge claims reps and department service officers (DSOs).

Coordinates, as appropriate, with the local VFW Department DSO to refer veterans for DSO assistance.

Interacts daily with DOD and VA employees to present the VFW program and to facilitate a constructive working relationship.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

**Position requires U.S. military service and VFW membership** (member eligibility requirements at https://www.vfw.org/join/eligibility).

Position requires an associate degree and a minimum of one year previous experience in a closely related position, or a minimum three years directly-related work experience.

Advanced human relations and customer service skills and proficient analytical abilities are required to interface with both active duty military personnel and the veterans’ community to analyze claims folders, research and apply applicable statutes, regulations, government directives, and VFW policies pertinent to the claim. Position requires knowledge of given subjects to such a degree as to make the incumbent authoritative in transitioning service members and veterans entitlements and benefits programs. Includes public speaking as a regular duty and incumbent may be frequently called upon to state publicly VFW positions on special veterans’ affairs issues.

Position requires knowledge of given subjects to such a degree as to make the incumbent familiar in transitioning service members and veterans entitlements and benefits programs, which is normally gained through extensive study in either a business or academic environment, to include former military training. Superior knowledge is required of military regulations, directives and terminology, including military discharge characterization, to properly represent separating active duty military personnel in applying for benefits with the Department of Veterans Affairs.

Advanced knowledge of personal computers is required to include software applications, case management techniques and other electronic applications used in a fully automated office environment.

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 be required to take recertification tests to monitor their proficiency in the laws pertaining to veterans’ benefits.

Incumbent must be a self-starter and able to work independently.

**SCOPE OF POSITION:**

Position is FLSA exempt.

Incumbent is under the direct supervision of the Assistant Director or the Associate Director of Field Operations, NVS and has no supervisory responsibility. Incumbent may make some authoritative decisions on individual claims but has limited impact beyond specific responsibilities.

Incumbent may from time to time be required to provide to the National Veterans Service Training/Quality Assurance Assistant Director subject material that will enhance the professional knowledge and proficiency at NVS training. May act as an instructor at training conferences.

Plans and prioritizes work for own position on a recurring basis. Provides a weekly report to the Field Operations leadership, schedules daily claims appointments which typically include five per day, develops briefing schedules and regularly attends VA transition briefings.

Routine problem solving includes interviewing active duty military personnel and recently discharged veterans to determine claim issues, ascertaining appropriate courses of action, reviewing VFW policies and procedures, applying applicable laws and government regulations, completing the filing process for veterans’ entitlements and benefits, monitoring case progression, and providing quality customer service.

Typical problem solving includes reviewing evidence to ensure sufficient materials are available to adequately develop a claim for transitioning service members’ disability compensation or referring applications as appropriate.

Typical contacts will be transitioning active duty military personnel 80% of the time for benefits advice, briefings and claims assistance, and 20% with members of the veterans’ community to resolve questions and clarify status of claims.

Incumbent has limited participation in the development of the National Veterans Service annual budget and long-term strategic plans.

**WORKING CONDITIONS:**

Primary duty location is Naval Station Norfolk, VA. Normal duty days are Monday through Friday, at the VFW office on Naval Station Norfolk, VA with no telework option.

Extensive local travel is required to make presentations as part of the Pre-Discharge program to transitioning active duty personnel. Additional domestic travel will occur for attendance at VFW National Service Officer training conferences or other periodic VFW assignments.

Incumbent is required to work independently with little immediate supervision and required to provide reliable reports that attest to performance of duties.

May be required to perform other duties as assigned.

**MAJOR ACCOUNTABILITIES:**

Prepares instructional material and professional presentations as part of the VFW’s support for the VA’s Pre-Discharge Program conducted on military installations in the assigned geographical area.

Provides quality customer service to military personnel by ensuring inquiries are adequately reviewed and processed, appropriate documentation is accurately completed, and the claim forwarded to the applicable agency in a timely manner in compliance with the rules and regulations of the Department of Veterans Affairs.

Ensures that active duty personnel and, to a limited degree, members of the veterans’ community are counseled concerning their rights and entitlements and are represented in a caring and highly professional manner.

Prepares instructional classes for the National Veterans Service training program.

Ensures proper records are maintained to render timely and accurate reports to the Assistant Director, Field Operations to include a weekly report of activities. Ensures no client’s Personally Identifiable Information (PII) is stored or maintained locally, in office or on computer hard drive.

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

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

*\*\*If not already listed as a requirement for the position, all employees (if eligible) are encouraged to become members of the VFW. If ineligible for VFW membership, employees (if eligible) are encouraged to join the VFW Auxiliary. Additionally, all employees are encouraged to actively promote the benefits of membership in the VFW and VFW Auxiliary to others that qualify.*

The VFW offers a comprehensive benefits package to include, but not limited to, health, dental, vision, paid time off, 401(k) match, tuition reimbursement, and an Employee Assistance Program.