

<b>Job title</b>	<b>Command Service Officer - Mainland</b> Full time position
<b>Reports to</b>	Deputy Executive Director

## Job purpose

- To provide direct counsel and assistance to currently serving personnel and ex-service personnel, RCMP, and their dependents, who are seeking information and/or awards under Canadian and Foreign Countries' Veterans' Legislation, or who require financial assistance
- To advocate on behalf of Legion service bureau clients to resolve their issues

## Duties and responsibilities

### Counselling and Providing Information 25 %

- Assist clients seeking information and/or benefits
- Provide guidance and information to clients in dealing with outside agencies such as Health and Welfare Canada, Provincial Health Ministries and the Department of National Defense in regard to benefits or denial thereof, determining whether there is a case to be made on their behalf and, if so, act as liaison between clients, Area Counselors and Branch level poppy funds
- Keep informed of Canadian and Allied veteran and civilian legislation
- After interviews and/or review of evidence and documents and analysis thereof, recommend appropriate course(s) of action to client
- Counsel Veterans on VAC policies and procedures as required
- Advise clients on the appeal process with regard to unsatisfactory VAC decisions

### Pension Claim Preparation 40 %

- Assist VAC clients in writing their applications.
- Determine, after review of service medical records and other items of evidence, what additional evidence, if any, would be required to constitute a valid claim, then formulate, and prepare the claim for submission to Veterans Affairs Canada
- Register claims and liaise with VAC with respect to the adjudication process

### Records maintenance 5 %

- Maintain confidential paper and electronic client files, ensuring required documentation is on hand prior to interviews with clients
- Track the progress of individual VAC claims through the maintenance of an electronic records system.
- Maintain records and statistics on all individual activities relevant to Service Bureau work

### Direct Veteran Assistance 20%

- Research and prepare benevolent fund submissions
  - Advise applicants on fund criteria
  - Collect substantiating documents in support of the application
  - Liaise with outside stakeholders and necessary in support of the grant
  - Make recommendations to Command Treasurer and ED as necessary

### Administration and committee support 5%

- Maintain records and statistics on all individual activities relevant to Service Bureau work and inform the Executive Director of the results
- Research and summarize government agency policies applying to implementation of legislation

**Team support**

5 %

- Assist the Executive Director in training new service officers, by developing and delivering presentations/briefings on assigned subjects
- Contribute to the budget development process for the Service Bureau
- Provide research and support of Legion initiatives and write briefings as required
- Provide support to all staff members, including other clerical and administrative support as assigned
- Perform other related duties of a comparable level as assigned, including vacation support.

**Qualifications**

## Required:

- High school diploma
- One to three years previous experience in an administrative position
- Proficiency in MS Office Suite, in particular Excel and Word
- Planning and organizational skills
- Strong people/communication skills
- Demonstrated ability to gather, review and critically assess complex information
- An excellent command of the English language, both written and oral

## Preferred:

- Military background and/or experience in Veteran's issues
- Administrative experience in personnel relations and human resources benefits
- Experience in advocacy
- Experience in public speaking

**Attributes**

- Pleasant and efficient manner
- Well organized and able to successfully work on multiple projects, occasionally under pressure
- Discrete and security-conscious; able to maintain effective system for storing confidential documents
- Sensitive to the needs of people of all ages, cultures and lifestyles

**Working conditions**

The amount of work required in order to meet deadlines can be very demanding. Furthermore, travel across the Province can be required.

**Physical requirements**

There are no special physical requirements of this position. However, some heavy lifting is required and the individual in this position must be able to reach/bend easily.