



Job Title: Director of Veterans Services

Department: Veterans Services

Hours: 39 hours a week, weekends and afternoons required.

Salary: \$75,000 - \$85,000

OVERVIEW:

The Director of Veterans Services directs, plans, and organizes all Veterans services initiatives. The Director of Veterans Services sets and leads the vision, goals, and objectives for the department. A successful Director provides guidance and assists Veterans to access eligible programs and benefits. The Director of Veterans Services ensures that Veterans have access to City services, public buildings, meetings, and events that are open to the public. The Director of Veterans Services reports to the Chief of Health and Human Services or designee.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Develops and leads the departmental vision, mission, goals, programs, services, and budget.
- Provides daily supervision and oversight to office staff and delegates the scheduling of daily tasks.
- Implements the provisions of MGL Chapter 115, administering benefits, assisting veterans in preparing applications for assistance; interviews veterans and dependents, and counsels them on appropriate services and agencies available to them.
- Ensures proper support is available for Veterans Food Pantry operations and ensures that office incorporates protocols to guarantee efficient running of this program.
- Submits applications for and manages grant programs for the Veterans Services Department.
- Reviews City policies and activities to ensure compliance with federal, state, and local ordinances.
- Assists veterans to access services available to them, including housing, job search, and other resources in collaboration with other HHS departments.
- Organizes, directs, and actively participates in special community events including Veterans and Memorial Day services, Memorial Flagpole ceremonies and other events as needed.
- Provides information, referral services, and technical assistance to individuals, businesses and organizations in all matters pertaining to Veterans services.
- Assists veterans with filing claims for services.
- Represents eligible veterans presenting claims at VA hearings.

- Attends meetings on behalf of the City where matters relating to veterans services is discussed.
- Liaisons with other local groups to meet the needs of veterans within the City of Revere and throughout the state, including City Council, Veteran's Groups, American Legion Post, and Beachmont VFW.
- Represents the City at public meetings, external conferences, and events.
- Prepares and manages the annual budget for Veterans Services.
- Develops long-term growth and vision plan for the department.
- Performs other related duties as required.

SUPERVISION RECEIVED:

The incumbent works largely independently and receives general instruction and guidance from the Mayor, Chief of Health and Human Services or designee as needed.

QUALIFICATIONS:

- Must be a Veteran.
- Must be a VA-Accredited Veterans Services Officer.
- Revere residency strongly preferred.
- A minimum of five (5) years of related experience ideally within a municipality; 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.
- A minimum of three (3) years of supervisory experience required, preferably within a municipal environment.
- Bachelor's degree preferred.
- Ability to speak Spanish preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Knowledge of federal, state and local ordinances related to veterans and veterans services.
- Knowledge of best practices in the field of veterans services.
- Knowledge of veterans benefits and programs.
- Knowledge of military and veterans culture and the issues effecting them.

Abilities:

- Ability to advocate for and represent veterans in public settings and hearings.
- Ability to deal effectively, tactfully, firmly, and appropriately with the public.
- Ability to work well with diverse constituents.
- Ability to communicate effectively both verbally and in writing.
- Ability to follow and provide written and oral directions and instructions.
- Ability to form effective working relationships within and outside the City.
- Ability to formulate excel spreadsheets to analyze data.
- Ability to multitask in a fast-paced environment.

Skills:

- Skilled in using automated systems and the Microsoft Office suite of products, especially Excel.
- Creative thinking, listening and problem-solving skills.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours. Daily interaction with the general public in-person, by phone or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online by Wednesday, January 31, 2024 at www.revere.org/jobs. Please submit a resume and cover letter with your application.