



TOWN OF NORWOOD

EMPLOYMENT OPPORTUNITY

Title: Veterans Agent/Assistant Director Human Services- Requisition #2024-024
Department: Public Health/ Veteran Services
Location: 566 Washington Street, Norwood
Status: FLSA Exempt, Non-Union, Full Time, 40 hours per week
Salary: FY25 Range \$37.17/hr.- \$39.43/hr. + excellent benefits
(An additional 5% may be granted for candidates with a related master's degree)

General Summary: The purpose of this position is to perform highly responsible administrative work in assisting the Director of Health and Human Services in the development and monitoring of human services programs, services, and education. Administrative work related to the Office of Veterans' Services, providing information, assistance, and referral services to Veterans and their dependents; assessing client's eligibility for benefits; processing applications and preparing reports as required by local, state, and federal agencies.

Essential Job Functions:

- Provide customer service to veterans and their dependents; refers veterans to appropriate agencies or services providers; assists veterans by providing informational material and advice concerning assistance and benefit opportunities.
- Provide outreach services to veterans in the Town by meeting with community groups.
- Interact as needed with outside agencies to ensure that the total needs of veterans are met, including but not limited to Massachusetts Department of Veterans Services, United States Department of Veterans Affairs, VA Medical Centers and Clinics, veterans' counseling organizations, career centers, housing authorities, Social Security and Department of Transitional Assistance.
- As Veterans' Graves Registration Officer, prepare and pay eligible claims for the proper burial and interment charges of indigent veterans or their dependents as per MGL, Ch. 115, Sec. 7; as required by MGL, Ch. 115, Sec. 9 maintain recorded list of veteran's deaths information.
- Discuss and assist with services regarding issues of substance abuse, financial matters, death, employment, education, service-connected injuries, medical and other personal matters.
- Evaluate and implement existing programs and resources; review adequacy and/or need of human services programs.
- Develop and implement various public health education programs; conduct seminars as required; advise, provide information and documentation to the general public and business owners.
- Perform human services planning, training and response to threats.
- Participate in regional coalitions across jurisdictions as part of mutual aid agreements.
- Respond to questions/ concerns/ complaints regarding Human Services, its programs, local/state regulations and general issues.
- Assist with grant applications and projects; coordinate and supervise the assignment and work of subordinates.
- Attend or participate in a variety of committees, conferences or other meetings. Attend seminars; attend Town and state meetings when necessary.
- Serve as administrator for providing low-income benefits to pursuant to MGL, Ch. 115 to veterans, widows and their dependents living in the Town.
- Direct and participate 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 MGL, Ch 115 and through United States Department of Veterans Affairs programs.
- Prepare reports to account for funds; report to state agencies to acquire reimbursements; ensure that applications and reports conform to state regulations in order to insure reimbursement.
- Performs special projects as assigned by the Director.

Recommended Minimum Qualifications:

- Bachelor's degree in human services or closely related field required; Master's degree in public health preferable;
- Must be a veteran pursuant to M.G.L c. 4 § 7, cl. 23
- Three years of experience in human/veterans services program setting with one or more years in a supervisory capacity;
- or any equivalent combination of training and experience that would demonstrate possession of the required knowledge, skills and abilities for the position.

This posting is not meant to be exhaustive of all duties and requirements. Complete job description is available by emailing the contact below.

Interested candidates, meeting the qualifications and expectations as noted above, should submit a cover letter and resume to the email address listed below no later than Wednesday August 7, 2024.

*The Town of Norwood is an equal opportunity employer. M/F/D/V and does not discriminate based on race, creed, gender, national origin, age, disability, marital or veteran status, sexual preference or any other legally protected status. Posted, **Wednesday July 23, 2024***

Please reference Requisition #2024-024 on all materials
jobs@norwoodma.gov