

Tennessee Department of Veterans Services

Class Title: Appeals Specialist 1

Salary: \$3400.00

Location: TDVS Appeals Division
Estes Kefauver Federal Building
110 9th Avenue South, Room C-166
Nashville, Tennessee

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an accredited two or four-year college or university with an Associates or Bachelor's degree plus two years of professional level experience in veterans' service work pertaining to benefits claims processing and reviewing/examining appeals.

Substitution of Experience for Education: Qualifying full-time work experience in the area of Veterans benefits may be substituted for the required education on a year-for-year basis, to a maximum of four years.

Candidates without a baccalaureate degree may combine work experience and college credit to substitute for the baccalaureate degree as follows:

30 to 59 semester hours credit will substitute for one year of experience towards the baccalaureate degree.

60 to 89 semester hours credit will substitute for two years of experience towards the baccalaureate degree.

90 to 119 semester hours credit will substitute for three years of experience towards the baccalaureate degree.

120 or more semester hours credit will substitute for four years of experience towards the baccalaureate degree.

NOTE:

Any college hours or degree must be from a school accredited by one of the following regional accrediting bodies: the Middle States Association of Colleges and Secondary Schools; the New England Association of Schools and Colleges, Incorporated; the North Central Association of Colleges and Secondary Schools; the Northwest Association of Secondary and Higher Schools;

the Southern Association of Colleges and Secondary Schools; the Western Association of Schools and Colleges.

Necessary Special Qualifications:

Applicants for this class:

1. Must have a valid driver's license
2. Must be accredited by the U.S. Department of Veterans Affairs within 3 months of employment.

Examination Method: For Executive Service positions, Minimum Qualifications, Necessary Special Qualifications, and Examination Method are determined by the appointing authority.

JOB OVERVIEW:

Summary: Under general direction, is responsible for performing work of complex and difficult interpretation of eligibility and appeals requirements on claims of a specialized nature, requiring considerable judgment pursuant to the course of action most advantageous to the claimant. Also requires professional staff administrative work in support of claims division operations; and performs related work as required.

Distinguishing Features: Incumbents in this class performs veteran's claims intake & review, processes appeals related to claims for USDVA benefits and acts as an advocate for the claimant in the appeals process before the U.S. Department of Veterans Affairs and the Board of Veterans Appeals. A characteristic of this assignment is the quality assurance reviewing of all assigned claims submitted by claimants, and reviewing appeals submitted by claimants' and service officers to determine if the appeal is valid and ascertain if additional evidence is required to support the appeal. This work involves reviewing Notice of Disagreements, VA appeals form 9, development of evidence required for the claimants appeal, advising Veterans Resource Coordinators in the field offices regarding a claimants appeal and the evidence and procedures required in processing and supporting the appeal, drafting VA form 646 and represent the claimant at designated hearings before the U.S. Department of Veterans Affairs. Employees in this class have regular personal contacts with U.S. Department of Veterans Affairs personnel regarding the interpretation of VA benefit laws, regulations and policies, and resolving issues and problems Veterans related matters. This class differs from that of Veterans Assistance Paralegal Counselor or Attorney, in that an incumbent of this class does not have supervisor responsibility or a requirement of formal Paralegal training/degree.

WORK ACTIVITIES:

Evaluating Information to Determine Compliance with Standards:

1. Ability to read and interpret appropriate laws within 38 C.F.R. and T.C.A.
2. Reviews appeals actions submitted by VRCs and CSOs, ensuring tasks completed in accordance with laws, regulations, and policies.
3. Conducts thorough research of issues on appeal for the purposes of appropriately representing the claimant during the appeals process.

Organizing, Planning, and Prioritizing Work:

1. Organizes and prioritizes personal workload and the workloads using calendars, spreadsheets, and other instruments to ensure timely and accurate completion of work.
2. Incorporates unscheduled tasks into current workload as needed, e.g. priorities, inquiries, etc.

Updating and Using Relevant Knowledge:

1. Obtain and maintain USDVA Accreditation in accordance with 38 C.F.R. and TN Department of Veterans Affairs Policy.
2. Attend designated proficiency training and successfully pass the annual TDVA Service Officer Certification Test; achieving a minimal score of 70%.
3. Attend leadership/agency courses as directed.

Interacting with Computers:

1. Effectively uses Microsoft Office software and VetraSpec Claims Management System to capture, process, and distribute information.
2. Develops spreadsheets and presentations as needed for informational purposes.
3. Obtain and maintain web-based access to U.S. Department of Veterans Affairs systems, including MAP-D, Virtual VA, Shares, VBMS, VACOLS and also the U.S. Department of Defense system, DPRIS.

Communicating with Supervisors, Peers, Subordinates, and Internal/External Customers:

1. Provide regular verbal and written updates to supervisor on the status of projects and other assigned work.
2. Effectively communicate with external partners/customers to ensure questions are directed to the appropriate individual.
3. Effectively communicate with peers to ensure operations within the Claims Division run effectively and efficiently as possible.

4. Provides technical advice both verbally, and in writing to TDVA staff on a broad range of appealable issues to include beneficiary eligibility and timely filing.

Establishing and Maintaining Interpersonal Relationships:

1. Maintain personal working relationships with USDVA Regional Office personnel.
2. Maintain open dialogue with County Veterans Service Officers and Veterans Resource Coordinators to ensure smooth and effective communications.

Resolving Conflicts and Negotiating with Others:

1. Handles complaints expeditiously through the supervisor.
2. Resolves conflicts internally with minimal supervisory input to ensure timely and efficient performance.

Performing for or Working directly with the Public:

1. Promotes customer service to maintain positive customer relationships, enhance customer experience, and to resolve customer issues.
2. Addresses customer needs effectively and efficiently resulting in services being delivered timely.
3. Provide claims intake support
4. Discusses reviews and explains Veterans Affairs decisions, letters, rating criteria, and processes to all customers in layman's terms.

TOOLS AND EQUIPMENT USED

- Personal Computer
- Printer
- Telephone
- Fax Machine
- Copy Machines
- Digital Signature Pad
- Motor Vehicle

COMPETENCIES (KSACs)

Knowledge:

1. Customer & Personal Service
2. Education and Training
3. Law and Government

Skills:

1. Service Orientation
2. Social Perceptiveness
3. Active listening and learning
4. Learning Strategies
5. Complex Problem Solving
6. Critical Thinking
7. Persuasion
8. Time Management

Abilities:

1. Inductive and Deductive Reasoning
2. Oral and Written Comprehension
3. Oral and Written Expression
4. Problem Sensitivity
5. Originality
6. Time Sharing
7. Number Facility

Submit Resumes to:

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Assistant Commissioner

Tennessee Department of Veterans Services

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(615)-741-1962