The Department Service Representative will assist veterans, their spouses and children in processing claims for benefits with the Veterans Administration (VA). Responsibilities include, but are not limited to:

**Interview veterans, spouses or children for potential VA claims**
- Determine entitlement to benefits and services by:
  - Determine periods of military service
  - Evaluate disabilities and needs
  - Determine disabilities which may be linked to military service
  - Determine medical evidence necessary to claim disability benefits
- Assist veterans, spouses or children in completing benefit claims to the VA
  - Determine forms required for claim
  - Identify additional documents necessary for submitting claim (DD-214, Marriage/Birth/Death certificates)
  - Determine where and how to obtain medical evidence
  - Review VA decisions and determine accuracy of VA determinations to evaluate if an appeal is necessary
  - Review VA decisions with claimant(s)
- Assist veterans, spouses or children in the Appeal process
  - Review claim to determine if additional evidence could change the decision
  - Insure that requests for Appeal are submitted in a timely manner
  - Prepare argument for Decision Review Officer (DRO) and Board of Veterans Appeals (BVA) hearings

**Work with the American Legion National Service Department**
- Be accredited by the National Service Department
- Complete National Service Officer School
- Follow National Service Department guidelines

**Work with the Department of Veterans Affairs**
- Become accredited by the Veterans Benefits Administration
  - Complete VA required training
  - Follow the standards of conduct and procedures for the VA Regional Office (VARO)

**Attend American Legion and veteran functions, performing duties as assigned by the Department Service Officer or Department Adjutant**
- American Legion Mid-Winter Conference
- American Legion Department (State) Convention
- American Legion Spring and Fall District Conferences
- Veterans Job Fairs
- Veterans Stand Downs or Outreach programs

**Adhere to The American Legion of Iowa Personnel Policy**

Other duties as may be assigned