



Non-Instructional Position Request Form
2015-2016

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2015-23

This request process is to be used only for new classified and administrative positions (full or partial).

The entire college community is welcome to submit requests.

Title of Position Requested: Veterans Benefits Specialist
Division/ Unit: Enrollment Services/Veterans First Program

Please attach a current or proposed District job description and indicate if this is a request for / to: (for assistance, contact College Admin. Asst. at x1632)

- Checkboxes for New position, Increase an existing funded position, and New categorically funded position with associated details.

Justification:

1. For background- please briefly summarize the position: what it does, where it works, to whom it reports, & list what other personnel are in this unit.

Under direction of the Dean of Enrollment Services and the Veterans First Program Coordinator, this position will primarily be responsible for veterans' benefits certification, supporting the Coordinator with oversight of the Veterans Resource Center, training Student Veteran work-study staff on policies/procedures pertaining to veterans benefits and will serve as a key resource in providing veterans with information about college and community resources and services available for veterans. The position will support the Coordinator in the day-to-day operation of the Veterans First Program.

a. Give some historical perspective of the changing workload over a 3-5 year period:

The Veterans First Program Coordinator was approved in 2009. This position also assumed the responsibilities of the Veterans Benefits Specialist and was the sole position to verify and process VA educational benefits. At the time this position was approved - the program was serving approximately 120 student veterans. Additionally, the Veterans Resources did not exist and community collaborations were at a minimum. Support services critical to the success of our student were limited.

Currently the Veterans First Program has become a model program in the state. It serves over 500 plus Student Veterans, active duty, reservists, and spouses/dependent of Veterans annually. The program collaborates with multiple agencies and organizations that serve Veterans locally and nationally. Further, the Program has established relations with outside agencies such as Palo Alto VA Health Care, Oakland Vet Center, and Employment Development Department that allow our veterans to access these services while on campus.

The Program has a 2000 sq. foot Veterans Resource Center which includes offices, lounge, waiting area, study room, and a computer room. This center is accessible to both day and evening students. The Veterans coordinator is also responsible in supervising and managing the Veterans Resource Center. Services and programs have drastically expanded from just certifying VA benefits, to providing a text book program, specialized programs such as the Veterans Engineering Tech cohort, coordinating the Veterans First Scholarship program, which awards over thirty thousand dollars of local Veterans

scholarships annually, promotes and organizes many Veterans events, such as Honoring Veterans Day at LPC, Honoring Women Veterans, 9.11 Observation as well as many training workshops and orientations for Veterans, such as the annual Operation Gateway. This program is at its maximum capacity and cannot adequately provide services, especially VA educational benefits on a timely manner and needs the support of a permanent full-time Veteran Benefits Specialist.

2. How will this position have a positive impact on the following (briefly include excerpts from your Program Review or other)-
  - a. This position will allow the Veterans Coordinator to focus efforts on developing services and programs that will promote student success, such as implementing and monitoring an early alert system and other activities noted in the program review. The position will help to ensure our student veterans maintain eligibility for VA benefits and financial aid. It will also increase accuracy and reduce errors in certification process of benefits. This position also can provide a back-up when the Veterans Coordinator is off-campus.
  - b. As mentioned above this position will allow the Veterans Coordinator to spend more time in implementing student success strategies and LPC planning priorities. For example, expanding tutoring resources can be done more effectively in the new Veterans Resource Center by providing support for the Veterans Coordinator so he can focus on these priorities.
  - c. Other requirements or needs detailed in Master Plans or accreditation: Since the establishment of the Veterans First Program, in every Master plan, it has been identified the need for expanding permanent staffing.
3. What other alternatives have been considered in lieu of this position to meet programmatic demands?  
A part-time Benefits Specialist (10 hours) is currently working at the Veterans Resource Center. However, the hours and days of availability are limited. The ten hours does not adequately meet the demands to provide consistent support to the Coordinator and the Student Veterans.
4. What is the consequence of not funding this position?
  - Program will not be able to expand and grow
  - VA educational benefits will not be processed in a timely manner.
  - Outreach efforts will be impacted negatively
  - Innovative intervention strategies will not be implemented fully
  - Program will not be able to monitor student veteran academic progress adequately to ensure continued eligibility for VA benefits
  - Development of new community collaboration and partners will be limited to the Coordinator's availability.
  - The program services will remain status-quo or be reduced as the student veteran population continues to grow.
5. Has this position or a similar position been presented to RAC previously and in what years? Explain.  
No

**For accurate costs below, requestor must contact College Admin. Asst. in the LPC Office of Administrative Services (ext. 1632).**

Estimate Increase/ Proposed Annual Salary Cost: \$ 47,662.00

Estimate Benefits Cost: \$ Click or tap here to enter  
text. 23,831  
(50% of salary)

Total Cost for Position: \$ Click or tap here to enter  
text. Click or tap here to enter text. 71,493

**\*\*NOTE\*\***

Full time = 20-40 hrs. per week or 50%-100%.  
Regular Hourly= 18 hrs. or less per week (<50%).

Reviewed by & Date SN 9/21/15  
College Administrative Assistant, Office of Administrative Services

**Important request deadlines for 2015/2016 (subject to change):**

**Mon., Sept. 14, 2015** request to Division Dean by end of business

**Wed., Sept. 16, 2015** presented at Division Meeting

**Fri., Sept. 18, 2015** due in Administrative Services Office with VP signature

**Thu., Oct. 1, 2015** deans will present to Resource Allocation Committee

**Signatures:**

[Signature]  
Requestor

9/21/2015  
Date Submitted

**Reviewed by:**

[Signature]  
Dean/ Unit Administrator

[Signature]  
Vice President

# CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

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## Class Specification

### VETERANS BENEFITS SPECIALIST

#### DEFINITION

Under direction of the Director of Admissions & Records, coordinate the District's Veterans' programs and services; exercise independent judgment while performing a variety of complex tasks that require accuracy and compliance with state, federal, and District laws, regulations, and policies; recommend improvements in the delivery of services.

#### REPRESENTATIVE DUTIES

1. Oversee and coordinate the daily operations of the Veterans' programs and services; assume responsibility for overall assistance to students related to area of assignment; exercise independent judgment to ensure compliance with state and federal regulations related to programs and services offered to veterans and veterans' dependents;
2. assume responsibility and accountability for reporting related to Veterans' programs and services including applications for federal and state funding and responding to internal, federal, and state audits;
3. serve as technical resource to students and staff; interpret and explain federal and state regulations and legislation related to veterans' program and services;
4. certify veterans and veterans' dependents for educational benefits; evaluate, verify, and monitor student eligibility in accordance with Veterans Administration regulations;
5. develop and maintain office materials, information, forms, literature, and related materials; maintain an adequate inventory of forms and office supplies for the office;
6. stay abreast of changes and new developments related to veterans' programs and services; represent the District at regional and state-wide conference and workshops sponsored by the Veterans Administration;
7. coordinate services and activities with other District departments and staff, including the Business Office, Counseling Office, Bookstore, and Financial Aid, as well as other educational institutions and outside organizations, the community, and state and federal governing agencies;
8. consult with the District's Articulation Officer for core requirement of appropriate state and federal agencies for approval and payment of VA benefits;
9. coordinate with external agencies, including vocational rehabilitation agencies, Employment Development Department, Bureau for Private Postsecondary and Vocational Education Department, and Veterans Regional Officers, regarding programs and services for veterans and/or veterans' dependents;

10. participate in training, supervising, and evaluating the performance of personnel assisted by the Veterans Administration;
11. assist in the overall operations of the Office of Admissions and Records as necessary; assist in the evaluations unit as assigned;
12. perform related duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Applicable laws, rules, regulations, policies, and procedures;
2. available veterans' benefits, services, and supportive funding from public and private agencies;
3. program reporting requirements;
4. methods used in evaluating student eligibility;
5. interviewing and advising principles and techniques;
6. modern office procedures, methods and computer equipment;
7. fundamental accounting, budgeting, and fiscal reporting procedures;
8. basic mathematical principles;
9. English usage, spelling, grammar and punctuation;
10. principles and practices of record keeping; and
11. principles of business letter writing and basic report preparation;

Skill in:

1. Operate a variety of office equipment including a computer and associated word processing applications.

Ability to:

1. Understand, interpret, and apply applicable District, state, and federal laws, codes and regulations;
2. understand, interpret, and apply legislation pertaining to veterans administration programs;

3. exercise sound, consistent, and professional judgment in reviewing and screening veterans and/or veterans' dependents;
4. compile and maintain complete and accurate records and reports;
5. perform a variety of responsible and difficult clerical work with accuracy and speed using independent judgment;
6. maintain confidentiality of work performed;
7. respond to requests and inquiries from individuals for whom the program is intended;
8. provide alternative suggestions and/or referrals for resolution of individual programs for veterans and/or veterans' dependents;
9. communicate clearly and concisely, both orally and in writing; and
10. establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Two years of increasingly responsible experience related to program area and completion of one year of college level course work. Experience in a veterans' office is desirable.

PURPOSE OF CLASS

To coordinate the District's Veterans' programs and services and to provide assistance in other areas of the Admissions and Records Office.

Adopted by the Board of Trustees on 7/7/98

Revised: 10/20/98, 12/10/02

Effective: 1/1/03

Job Family: Clerical

(p:/vetbensp)