

Tennessee Department of Veterans Services

Class Title: Attorney-Appeals Division

Class Code: Attorney 3

Compensation: \$4,500 a month

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an ABA-approved law school and the equivalent of three years of litigation experience. Previous experience dealing with the United States Department of Veterans Affairs (VA) or as a JAG officer is preferred but not required.

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 (VA) within 6 months of employment.
3. Licensed to practice law in the State of Tennessee

JOB OVERVIEW:

Summary: This position will review appeals cases on behalf of Veteran customers, represent Veteran customers during appeals hearings before the Board of Veterans Appeals (BVA), review and draft supporting legal documents, review VA disability and pension claim denials to determine feasibility of a successful appeal, and supervise two Veterans Assistance Paralegal Counselors.

This position will also advise the Assistant Commissioner of Middle Tennessee/Appeals Division in regard to changes in benefits laws, offer guidance to improve proficiency and efficiency in representing claimants in the appeals process and serve in a mentorship role to other department employees handling inquiries that could lead to appeals cases.

This position will work in the Tennessee Department of Veterans Services Appeals Division located at 110 9th Avenue South, Federal Building, Room C-166 in Nashville.

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 County Service Officers (CSO's), ensuring tasks completed in accordance with laws, regulations, and policies.

Organizing, Planning, and Prioritizing Work:

1. Organizes and prioritizes personal workload and the workloads of subordinates 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 Tennessee Department of Veterans Services accreditation procedure.
2. Attend designated proficiency training and successfully pass the annual TDVS 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.

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 as a department 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.

COMPETENCIES (KSACs)

Knowledge:

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

Skills:

1. Social Perceptiveness
2. Active listening and learning
3. Legal Research
4. Complex Problem Solving
5. Time Management
6. Oral and Written Communication
7. Problem Sensitivity
8. Originality

Send resumes to:

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