

**DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

PART A	
Position No: 830-310-5393-807	Date:
Class: Associate Governmental Program Analyst (Working Title: Veterans Claims Analyst)	Name: Vacant
<p>Under the supervision of the District Office Manager, Staff Services Manager II (SSM II), the Associate Governmental Program Analyst (AGPA) is the journey level class for veterans' claims representation at the San Diego District Office. The AGPA provides assistance on behalf of veterans, their dependents, and survivors by evaluating and developing case files, presenting, and reviewing claims for benefits administered by the United States Department of Veterans Affairs (USDVA). These claims include a broad spectrum of governmental issues including compensation for service-connected disabilities, pension for non-service-related disabilities, dependency, and indemnity compensation (DIC), death pension, vocational rehabilitation, education, insurance, burial, outpatient treatment, medical and dental care. This work requires thorough knowledge, and analysis of, federal laws, regulations, policies, and procedures regarding veteran benefits, as they apply to individual cases. It requires the ability to reason logically and creatively and to utilize a variety of techniques in the analysis of USDVA decisions. The incumbent must be able to collect, evaluate, prepare evidence for the development of claims to bring it to a "Ready for Decision" and/or "Ready to Work" status, prepare evidence for the development of arguments on decision review requests, and be able to present arguments effectively, both orally and in writing, at various administrative hearings and/or informal conferences. The incumbent must attain and maintain USDVA accreditation in accordance with Title 38 of the U.S. Code and the Code of Federal Regulations (CFR) within six months of employment and be able to independently make decisions and recommendations on behalf of CalVet and the veterans we represent before the USDVA and the Board of Veterans Appeals. The incumbent must also complete the requirements necessary to acquire and maintain access to USDVA systems (including VBMS and CASEFLOW).</p>	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
40%	<p>Claims Review and Submission: Review claim packages from County Veterans Services Offices (CVSO) submitted digitally, by mail or fax for completeness. Answer inquiries and requests from county and federal agencies. Provide sound decision, technical interpretation, guidance, and consultation; gain and maintain CVSO and USDVA confidence and cooperation; analyze and develop claims; establish and maintain electronic office files and a diary system to keep accurate records of claims submission, establishment, development, and determinations.</p>
30%	<p>Rating and Administrative Decisions: Exercise sound judgement in the use of interdisciplinary (legal, medical, occupational, etc.) factors when analyzing USDVA Rating and Administrative Decisions by utilizing journey level knowledge of medical terminology, legal and medical procedures and their subsequent effect on the veteran's physical condition or legal/financial position. Obtain, develop, and analyze additional evidence to properly present the veteran's claim for benefits before the USDVA. Review Rating Decisions for accuracy, reasonableness, and soundness. Properly apply USDVA rating schedules, diagnostic rating codes and interpret legal regulations in rating proposals and adverse decisions.</p>

<p>15%</p>	<p>Hearings and Informal Conferences: Represent the State as its OGC-accredited representative, advocating for the veterans and their dependents at hearings and informal conferences with the different Regional Offices and Special-issue stations of the USDVA. Develop clear, cogent, and convincing statement of justification for conclusions and decisions based on accurate and complete documentation. Appear at administrative hearings as claimant's counsel to present direct testimony, witnesses, and other evidence in support of arguments for the needs and problems of disabled veterans and/or their dependents.</p>
<p>10%</p>	<p>Research and Training: Research USDVA regulations, military law, Court decisions, USDVA manuals and procedures, as well as USDVA General Counsel precedent opinions on cases where issues are novel or unusually complex, using numerous resource materials in the legal and medical disciplines as they apply to veterans benefits and Departmental and USDVA procedures. Provide guidance and training to CVSOs, State Hospital Veterans Representatives, and veterans' organizations.</p>
<p>NON-ESSENTIAL FUNCTIONS</p>	
<p>5%</p>	<p>Other related duties as assigned.</p>

(Revised 5/15/2023)

Position No: 830-310-5393-807	Date:
Class: Staff Services Analyst (Working Title: Assistant Veterans Claims Analyst)	Name: Vacant

**PART B - PHYSICAL AND MENTAL REQUIREMENTS
OF ESSENTIAL FUNCTIONS**

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or more
VISION: View computer screen; prepare various forms, memos, reports, letters, and proofread documents.					X
HEARING: Answer telephone; communicate with department managers, department staff; provide verbal information.					X
SPEAKING: Communicate with staff and the public in person and via telephone; interact in meetings.					X
WALKING: Within the department to various units.			X		
SITTING: Workstation; meetings; training.					X
STANDING: Copy documents; review records.			X		
BALANCING:		X			
CONCENTRATING: Answering multiple telephone lines; determining needs of callers and providing information; logging mail and determining appropriate recipient; preparing various forms and documents.					X
COMPREHENSION: Understand needs of callers; veteran benefits; policies and procedures; manage multiple calendars for the Deputy Secretary.					X
WORKING INDEPENDENTLY: Understanding needs of callers; understanding policies and procedures.					X
LIFTING UP TO 10 LBS:					X
LIFTING 10-25 LBS:		X			
LIFTING 25-50 LBS:		X			
FINGERING: Push telephone buttons, calculator keys, and computer keyboard.					X
REACHING: Answer telephone; use a mouse; retrieve documents from printer.				X	
CARRYING: Transport documents.		X			
CLIMBING: Stairs.		X			
BENDING AT WAIST: Use copier; access low file drawers.			X		
KNEELING: Access low file drawers.		X			
PUSHING OR PULLING: Open and close file drawers.			X		
HANDLING: Sort paperwork; distribute mail.					X
DRIVING: Special events.		X			
OPERATING EQUIPMENT: Computer, telephone, copier, printer, fax machine.					X
WORKING INDOORS: Enclosed office environment.					X
WORKING OUTDOORS: Special events.		X			
WORKING IN CONFINED SPACE: File, supply, storage rooms, etc.		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office.)

Employee signature _____ Date _____

Supervisor signature _____ Date _____

Human Resources signature _____ Date _____

(Revised 5/15/2023)