



The Vietnam Veteran's Association of Australia South Australia Branch Incorporated

Job Description

VVAA (SA Branch) Pension Officer:

A pension officer shall:

General

- Provide full, accurate and truthful information to veterans and their families in relation to pensions, benefits and services available through VVA.
- Provide an honest assessment of the prospects of success of a claim given the available information and knowledge and experience of the DVA processes.
- Encourage veterans and their families to give full, accurate, truthful and relevant information when applying for disability pensions, benefits and services. There is no circumstance where a Pension Officer should couch a client.
- Act only on the veteran's or dependant's instructions in regard to any action to be taken in respect to an application for disability pension, benefits or access to DVA services
- Ensure that all communication with members of the veteran community, staff of government agencies, providers of services and the general community is conducted in a professional manner
- Ensure that all available pertinent details and documents are submitted with claims and applications for pensions, benefits and services (Copies of documents must be certified by a Justice of the Peace as a true copy of the original)
- Undertake work to the level at which they have been trained and have demonstrated competence.
- Maintain and expand their level of competence by attending additional training.
- Become familiar with Services provided by other agencies that will benefit veterans and their families
- Respect the privacy of the veteran and keep all personal information secured/private and do not disclose any details to others (including other pension officers) without the written consent of the client.
- Individual personal files are to be secured at the end of each working day in a locked facility