

## **VetAssist®Regional Support**

VetAssist of Veterans Home Care NYJ, LLC

The VetAssist® Regional Support candidate is responsible for supporting the (sales staff), VetAssist® Regional Managers, by providing administrative, clerical and client service support. The VetAssist® Regional Support will follow up with client files until accuracy and completion have been accomplished. The position requires file analysis, follow up phone contact with client/family members, doctors, NRC and referral sources to determine how to remove all obstacles to completing a fully developed VA claim. The position also requires a complete understanding of the VetAssist Program requirements.

Position requirements include:

- 1)Provide prospective clients with welcome packet of information including VetAssist® Program description, list of required documents and permission forms for requesting medical and military information
- 2)Review and analyze client documents; request military and medical forms, and follow up with client to compile any missing documentation
- 3)Analyze the completeness and accuracy of the VA client file
- 4)Determine the next steps towards completeness and accuracy of a VA client file
- 5)Contact client/family member(s), NRC, doctor offices in order to complete the files to a submission standard outlined by VHC
- 6)Review of financial documents (income and assets of client)
- 7)Report and modify lead data on company server
- 8)Supporting the Regional Manager with contacting outside sources for additional file information
- 9)Maintain the accuracy of data compiled in the company database to reflect file changes/updates
- 10)Maintain confidential records and database follow-up with the appropriate VHC office

The successful candidate must be able to demonstrate proficiency in the following skills:

- Customer service orientation and ability to communicate clearly
- Good listening and telephone etiquette skills

- Patience and the ability to work effectively with elderly, upset, angry, frustrated or sick callers, or callers who may be in a crisis mode
- A sincere desire to work with seniors
- Detail oriented and analytical skills
- High-level organizational skills
- Ability to effectively liaison with others both internally and externally
- Ability to locate and seek out additional resources via the Internet

Minimum Requirements for position:

- GED or HS Diploma and/or a minimum of four (4)-five (5) years experience in information and referral services, case management, social services, sales assistant.
- AA degree in a human services field and a minimum of two (2) years experience in information and referral services, case management, social services, sales OR
- Bachelors Degree in a sales-related field
- Proficiency in Microsoft Office Applications, including Excel, PowerPoint and Word.

Preferred requirements: AA degree or higher; Prior experience serving elderly or other special needs populations; knowledge of local community resources.

Rate of Pay: \$30,000-\$34,000 depending on qualifications and experience

Work Hours: 8:30 AM-5:30 PM Monday-Friday

Office Location: 14 Ridgedale Ave., Cedar Knolls, NJ

Pre-service and on-going in-service training will be provided to ensure highest quality service to elder consumers and their caregivers.

Benefit Package for all positions include:

Health Insurance, Life Insurance, Vision, Dental Insurance, PTO, Vacation and Holiday

SUBMIT RESUME VIA EMAIL TO:

LRinaldi@veteranshomecare.com