

VEFW

VETERANS OF FOREIGN WARS

DEPARTMENT OF NEVADA

**EMPLOYEE POLICY
MANUAL**

6/26/2011

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Approved: _____
State Commander

Attest: _____
State Adjutant

SECTION I - SCOPE

These Personnel Policies establish policy, procedures and instructions for all appointed salary employees, including full-time and part-time. The instructions contained within shall not conflict with National or Department By-Laws, and if they do, the National and Department By-Laws shall be the governing authority

SECTION II - GENERAL

- A.** The State Adjutant is the Chief Executive Officer and Administrator of the Department of Nevada and is in charge of all employees of the Department Headquarters Office. He is responsible to the Department Commander and the Department Council of Administration.
- B.** Headquarters Office procedures shall be recommended by the State Adjutant and approved by the State Commander. The Service Office Personnel Procedure contained within shall be recommended by the State Adjutant for approval by the State Commander. The final authority for approval of all policies and procedures is the Department Council of Administration. The policies and procedures set forth herein shall remain in effect unless changed by the Department Council of Administration and must be reaffirmed by each incoming Council of Administration, normally at the first Council meeting of the program year.
- C.** In the absence of both the Commander and Adjutant, the "Senior Vice Commander" shall be in charge of normal Headquarters routine business. In the event abnormal problems or matters pertaining to VFW policy arise, the Senior Vice Commander shall contact the Commander, Junior Vice Commander, if at all possible. If unable to contact any of the above, the "Senior Vice Commander" shall contact National Headquarters for guidance.

SECTION III – EMPLOYMENT PRACTICES

- A.** Appointive salaried employees shall serve at the pleasure of the State Commander and the Council of Administration, with reference to Section 515 of the National By-Laws. All employees eligible for VFW membership shall be a member in good standing of a Post in the Department of Nevada, Veterans of Foreign Wars of the United States, and for this purpose, Member-at-large (membership listed as Post 15029) is NOT considered a Post.
- B.** The State Commander shall appoint the State Adjutant, State Legislative Officer, State Convention Director, subject to the confirmation of the Council of Administration and in compliance with the National and Department By-Laws. The incoming Department Commander shall establish a Veterans Service Committee, appoint a Veterans Service Committee Chairman and appoint Committee members. This Committee shall be tasked with monitoring the operation of the Department Service Office and performing the annual performance evaluation of the Department Service Officer as covered in Section XIV, herein.

- C. In an emergency situation, selection of a temporary replacement for Service Office personnel may be made by the State Commander/State Adjutant with concurrence of the Council of Administration.

SECTION IV – PROBATIONARY PERIODS

All new employees shall be hired on a six month probationary period and can be terminated without cause anytime within the six month probationary period.

SECTION V – JOB TITLES

All job titles shall be designated by the State Commander providing; that it does not conflict with the National and Department By-Laws.

SECTION VI – SALARIES

- A. Salaries shall be designated by the State Commander under the Council of Administration adopted Budget and in compliance with the authority of his office as provided in the National and Department By-Laws.
- B. Salaries of the Service Office Personnel shall be in accordance with the recommendations of the Department Adjutant and Council of Administration. They shall be in accordance with Department Salary schedule maintained by the State Quartermaster.
- C. The starting salary for a vacancy shall be determined by the State Commander upon recommendations of the State Adjutant, with the approval of the Council of Administration.

SECTION VII – PAY POLICIES

- A. Salary is paid by check twice a month, on the 1st and 15th day of the month. If a regular payday falls on Saturday, Sunday, holiday, or on a day when the office is closed, payday is on the previous business day.
- B. Deductions for Leave Without Pay (LWP) shall be made either on the current pay check or the pay check for a following period.
- C. Although all salaries are fixed at an annual rate, an equivalent daily and hourly rate is established for the purpose of computing deductions from pay and payment for partial pay periods.
- D. If employment commences after the beginning of a pay period and the employee is therefore entitled to less than full pay, the new employee shall be paid for the number of days worked during that period.
- E. Terminated employees shall have deducted from their semi-monthly pay those wages for days not worked during the final pay period.
- F. Upon termination of employment, for any cause, an employee shall be paid for accrued annual leave at his/her prevailing salary rate.

- G. When applicable, the following deductions are automatically made from every pay check: Social Security, Medicare and Internal Revenue Service.
- H. Full (and part-time employees if scheduled to work) shall be paid for holidays listed in Section XI.

SECTION VIII – WORK SCHEDULE

- A. Normal full-time working hours are 8-hours a day, five days a week. Deviation from normal working hours is at the discretion of the State Adjutant. One half hour is scheduled for lunch. Two fifteen (15) minute rest periods are authorized each day, one in the morning and one in the afternoon. Scheduling of lunch and rest periods is at the discretion of the supervisory authority. Part-time employees shall work as scheduled by their supervisors.
- B. Working hours for Service Office Personnel shall be subject to the approval of the State Adjutant.
- C. The Department Service Office shall conform to the hours of its respective V. A. Regional Office hours.
- D. Volunteer Field Service Officer shall work as assigned by the Department Service Officer.
- E. In office spaces assigned to Field Service Officers and including Veterans Administration Medical Center (VMAC) (spell out abbreviation on first use!!!) the office schedule (days of work) shall be as specified by the Department Service Officer. This should coincide with the Federal office scheduled for that building.
- F. Department Service Officers-at-large shall keep the State Adjutant and Department Service Officer notified of their time available, and place of operation, including their phone numbers and email addresses to enable these to be placed in the Department Roster.

SECTION IX – OVERTIME – PAID EMPLOYEES

For overtime purposes, a work week is 40 hours. A holiday falling within a week is credited as a working day. Overtime shall be compensated by compensatory time. Compensatory time shall be allowed for hours worked during official duty time. The Administrative Assistant shall work a 40 hour week and shall not be scheduled to work overtime.

SECTION X – HOLIDAYS

The following holidays shall be observed by all full and part-time employees.

- A. New Year's Day, Martin Luther King Day, President's Day, Columbus Day (Explorer's Day), National Memorial Day, Independence Day, Labor Day, National Veterans Day, Thanksgiving Day and Christmas Day. Additionally the Friday after Thanksgiving and Christmas Eve are holidays at the discretion of the President.
- B. The Department Service Officer and Administrative Assistant shall observe any other holiday on which the VA Offices are closed.

NOTE: If any holiday falls on a Saturday or Sunday, the observance shall be governed by the operations of that facility where the Service Officer occupies space, such as a government building (VA, State, County or City).

SECTION XI – LEAVE

A. Annual Leave:

1. Annual leave for full-time salaried employees is earned on the basis of years of service with the Department of Nevada VFW. All new employees on six month probationary period and employees with, from one year up to and including their fifth year, receive 8 hours (1 day) per month, which may be prorated as earned. Except for emergencies, annual leave must be authorized 10 days in advance, by the employee's immediate supervisor, with the approval of the State Adjutant or State Commander.

2. The following schedule applies to full-time employees.

ANNUAL LEAVE SCHEDULE

12 working days per year up to and including the 5th year.

13 working days per year through the 6th year.

14 working days per year through the 7th year.

15 working days per year through the 8th year and thereafter.

3. Annual leave is not granted during the first six months of employment, but accrues to the credit of the employee and becomes available for use after completion of the full six months of service. Termination of employment during the six month probationary period, voluntary or involuntary, cancels any accrued vacation credits.
4. Unused annual leave is cumulative and available for future use provided that the balance to the credit of the employee at the end of any fiscal year (June 30th) does not exceed 240 hours (30 days). Excess leave at the end of the fiscal year is lost.
5. Annual leave accrues to a full-time employee while on vacation or sick leave provided that the employee returns to full-time duty.
6. Annual leave must be applied for and authorized in advance of absence from duty. Emergency leave may be allowed as annual leave if it is justified and approved by the supervisor. To obtain approval of annual leave, the prescribed form of request must be completed and presented to the supervisory authority for approval prior to absence from duty.
7. Leave without pay may be allowed upon request when such absence shall not interfere with the work of the respective office.
8. Leave of absence or annual vacation must be scheduled at a time convenient or acceptable to the employer.

9. Accrued vacation leave may be used, at the discretion of the State Adjutant or State Commander, when prolonged absence because of illness has exhausted sick leave benefits.
10. The anniversary date for computation of annual leave shall be January 1st of each year for all employees who were in permanent status on January 1st. Employees not in a permanent status on January 1st shall have their annual leave prorated for that year.
11. Part-time employees are not eligible for annual leave.

B. Sick Leave

1. Sick leave is to be construed as insurance against loss of pay in the event of actual sickness. Under no circumstances is it to be construed or used as additional vacation, nor is unused sick leave payable upon termination of employment.
2. Sick leave may be granted full-time employees at the rate of one day (prorated at 8 hours) per month per calendar year.
3. After sick leave has been exhausted, absence due to illness may be charged to accrued annual leave (leave accrued before the illness occurred) with the consent of the State Adjutant or State Commander and in the case of the office staff shall be up to the State Service Officer.
4. Sick leave is not granted during the first six months of employment, but accrues to the credit of the employee and becomes available for use after completion of a full six months of service.
5. Unused sick leave is cumulative and available for future use provided that the balance to the credit of the employee at the end of any fiscal year (June 30th) does not exceed 240 hours (30 days).
6. Absence because of illness must be reported promptly, by telephone if possible, to the VFW supervisory authority. Approval of sick leave shall be obtained upon return to duty.
7. At the discretion of the supervisory authority, sick leave may be authorized for dental or medical appointments for actual length of time of appointments with a doctor, plus time for travel to and from the doctor's office or hospital. Excessive time not reasonable required for this purpose on the same day shall be charged to vacation leave. Absence for an extended period for the purpose of a complete medical check-up or extensive dental work must be approved in advance.
8. A written statement signed by a registered practicing physician certifying to the disability is required for sick leave granted in excess of three (3) consecutive days, if requested by employer. In case of repeated minor illnesses, the supervisory authority shall discuss the matter with the employee and may require a doctor's certificate.
9. Absence by reason of illness in the family is not authorized as sick leave unless there is an exposure to a contagious disease.

10. Maternity leave is granted in compliance with applicable Federal and State laws.
11. Employees who are under a doctor's care for surgery or an extended illness must submit a release from their doctor allowing them to return to work before they can resume their normal duties.
12. Sick leave accrues to a full-time employee while on vacation or sick leave provided that the employee returns to full-time duty.
13. Part-time employees are not eligible for sick leave.

C. Administrative Leave:

1. There are certain conditions under which the State Commander may excuse employees from duty without charge to their annual leave. This is usually referred to as "Administrative Leave", examples are; excusing an employee for donating blood to the VFW Blood Bank, for early closing of the building because of extreme weather conditions, electrical failures preventing lights from operating, heat or air conditioning from operating, and for attending meetings that the State Commander considers for the best interest for the Department of Nevada VFW, such as, mandatory National and Department Service Officer's Training sessions, when requested by the National Director of Service, State Veterans Service Chairman, etc. All must be approved in advance by the State Commander.
2. Department Service Officer may, with the approval of the State Adjutant and State Commander, authorize administrative leave, to attend the State Convention.

D. Other Leave:

1. Leave without pay may be granted by the State Adjutant or State Commander only after all sick leave and/or annual leave has been used.
2. Emergency Leave – Death in Immediate Family. A leave of absence of three (3) days, plus travel time not to exceed two (2) days when required, is granted to an employee in case of death in his/her immediate family. Immediate Family: Mother, Father, Sister, Brother, Husband, Wife or Children.
3. Military Leave: Annual field training required by the military for reservists, or such other active duty training as might be substituted in lieu thereof. After one year's service, up to 15 days each year shall be authorized without loss of vacation time. Compensation during such periods shall be reduced by the amount of base military pay received. Additional or prolonged absence due to military service shall be on a Leave Without Pay basis.

- E. Requesting Leave:** All leave shall be requested in writing, except in the case of emergencies. For emergency leave, the immediate supervisor shall be notified and the use established channels to notify Department Headquarters on the same day.

SECTION XII – TRAVEL ALLOWANCES

The State Adjutant or State Commander may authorize travel as follows: Department personnel authorized to travel within Nevada, at the direction of the State Commander, shall receive a trip expense allowance at the current U. S. Government rate upon submission of an expense form.

- A.** The State Adjutant may authorize, through the State Quartermaster, per diem for employees traveling on official business at the State Quartermaster’s direction at the rate of \$35.00 per day, within the State of Nevada on business of the Department of Nevada, VFW to cover meals, tips and other incidentals, based on submission of an expense form. Lodging shall be paid for separately as listed on the expense form.
- B.** Lodging shall be compensated at actual cost not to exceed \$75.00 per day.
- C.** All non-scheduled travel requests must be submitted to the State Adjutant for approval and then the State Quartermaster for payment.
- D.** Transportation on official business shall be paid on airlines, tourist class, coach or first class in order listed, according to availability.
- E.** Authorized auto travel in lieu of air travel shall be reimbursed at the rate of the air travel as listed in “A.” above or the U. S. Government mileage rate.
- F.** In addition to reimbursable costs as outlined above, the following allowance is authorized.
 - 1. Per Diem of \$35.00 per each full day.
 - 2. Per Diem not to exceed one day going and one day returning, in addition to per diem for the actual time in attendance at the meeting or convention may be allowed for out-of-state travel. A hotel bill shall be submitted for all full day reimbursements.
- G.** The Department Service Officer shall be allowed per diem to help defray the expenses while attending the VFW National Service Officer’s Seminar along with the increased cost of the hotel room.

SECTION XIII – MEDICAL & DENTAL INSURANCE

Medical or Dental Insurance is not provided for the Department Service Officer or Administrative Assistant or part-time employees.

SECTION XIV – PERFORMANCE EVALUATION

- A.** All new employees shall be evaluated during the final month of their probationary employment. A favorable performance rating is required to continue employment past the probationary period.
- B.** All full-time salaried employees shall be given an annual performance rating. These are due no later than April 30th of each year. These records shall be maintained at VFW Department Headquarters.

1. The Department Service Officer shall be evaluated by the Veterans Service Committee and the State Commander shall serve as the reviewing officer. An initial evaluation shall be conducted not later than October 31th and shall provide any recommendations for improvement or correction. The Veterans Service Committee shall conduct a follow-up evaluation at the Mid-Winter Conference to check on the overall performance and status of corrective action/improvement. A final Performance Evaluation shall be conducted not later than April 30th which shall provide recommendations regarding salary, training, and/or retention/termination. This shall be forwarded to the State Adjutant for review, then to the State Commander and shall then be presented to the Council of Administration at the State Convention for final action.
2. The Department Service Office Administrative Assistant shall be evaluated by the Department Service Officer, to conduct an annual performance evaluation not later than April 30th of each year. This evaluation shall be forwarded to the State Adjutant for review and then presented to the Council of Administration at the State Convention for final action.

SECTION XV – DRESS, ATTITUDE, WORK CONDITIONS

While there are no specific regulations as to dress or deportment, both must be consistent with dignity, good taste, and generally accepted standards of a professional business office. Courtesy and respect is expected in all dealings with the public, co-workers, supervisors, and subordinates. Excessive tardiness, discourtesy or lack of cooperation, shall not be tolerated. The Department is an equal employment opportunity employer and does not discriminate against employees, job applicants, or clients on the basis of race, religion, color, sex, age, national origin, mental or physical disability, veteran or family status, or any other status or condition protected by applicable federal, state, or local laws, except where a bona fide occupational qualification applies.

This policy extends to all aspects of the employment relationship, including, but not limited to, recruiting, interviewing, job assignments, training, compensation, benefits, discipline, use of facilities, participation in Department-sponsored activities, termination, and all other terms, conditions, and privileges of employment.

The Department adheres to the Americans with Disabilities Act (ADA) and makes every effort to ensure that qualified individuals with a disability are not discriminated against in any terms, conditions, or privileges of employment. The ADA requires employers to provide a reasonable accommodation to qualified individuals with known disabilities in all aspects of employment, unless the accommodation would cause an undue hardship to the employer.

An individual with a disability is a person who:

- (1) Has a physical or mental impairment substantially limiting one or more major life activities; or
- (2) Has a record of such impairment; or
- (3) Is regarded as having such an impairment.

A qualified individual is a person with a disability who meets the skill, education, experience, training, and other job-related requirements of position, and who, with or without a reasonable accommodation, can perform the essential functions of the position. We are committed to providing a reasonable accommodation to the known physical or mental limitations of such individuals so they can perform the essential functions of a job, unless the accommodation would create an undue hardship.

If you need an accommodation under the ADA, you should immediately notify the Department.

Department Service Office employees shall maintain all offices and work areas in a clean and orderly condition, including all files, case histories, books, reference material, and office equipment.

SECTION XVI – DISCIPLINARY ACTION

- A.** Any employee on a salary may be suspended when it has been proven their employment and/or conduct is a detriment to the Veterans of Foreign Wars, Department of Nevada. A system of evaluation may be instituted at any time by the State Adjutant, Council of Administration or State Commander.
- B.** A “Written Notice of Warning” or “Written Notice of Probation” may be given salaried employees, depending upon the specified violations. These actions shall begin with Department Service Officer (Supervisor) in case of Service Office Personnel and the State Adjutant in case of the Department Service Officer. All charges of violations must be in writing and forwarded to the State Adjutant for review and recommendations of action to the State Commander. In case of the Department Service Officer copies of the charges of violations shall be forwarded to the Veterans Service Committee for review and recommendations to the State Commander. NOTE: The employee must be given a copy of the charges that are brought against them at the time they are given.
- C.** Disciplinary actions of “suspension”, “possible dismissal”, which includes the removal of an employee from pay, shall also include removal from their work area premises during the time the action is pending. This action may only be taken on the recommendation of the State Adjutant, with the final approval of the State Commander. NOTE: The above actions are subject to review by the Department Council of Administration.

SECTION XVII – TERMINATION

- A.** Clerical personnel shall receive and/or give, a two (2) weeks’ notice of termination of service and shall remain on the job during the terminal period unless an abnormal condition exists. By mutual agreement of both parties concerned, the employee may be released sooner.
- B.** Termination of appointive salaried employees: Personnel serving at the pleasure of the State Commander and the Department Council of Administration with reference to Section

515 of the National By-Laws, may be terminated by the same authority and method as to which they were appointed.

- C. Termination of any Service Office Personnel: Full-time and part-time shall be recommended for termination by the Department Service Officer. The recommendation shall be forwarded to the State Adjutant for concurrence. If the State Adjutant concurs, the Council of Administration shall be notified for concurrence, and then the Council shall return written communications to the State Adjutant for review and final approval of the State Commander.

SECTION XVIII – VFW POLITICAL ACTIVITY

- A. All appointive salaried employees shall refrain from getting involved in any Veterans of Foreign Wars of the U. S. political activity; such as, campaigning for any VFW candidates running for District Commander and higher State and/or National offices.
- B. A member in good standing shall be eligible to run for any elective office of the VFW. An appointed salaried officer or employee desiring to be a candidate for an elected office, (other than the one currently held) at the State or National level shall submit to the State Adjutant and State Commander a letter of intent to do so. This shall enable the State Commander to consider a replacement for the appointed position held and assure a smooth transition.

SECTION XXIV – TRAINING OF SERVICE OFFICERS

- A. Training shall be one of the primary responsibilities of the Department Service Officer. As necessary, recommendations shall be made to the State Adjutant for improved and modern training techniques, to assure Service Officers at all levels are qualified for performance of duties.
- B. Post and Auxiliary Service Officers, in their duties as Post Service Officers, shall comply with Section 218 of the Manual of Procedure to assist members of the Post, Auxiliary, their dependents or survivors and other worthy cases, in obtaining rightful benefits from the Federal and State Governments. This obligation includes assistance in preparation of proper forms in applying for benefits and in assembling required evidence. Post Service Officers shall perform their duties and responsibilities in accordance with the instructions in the VFW Guide for Post Service Officers and under the general supervision of the Department Service Officer. The order of business for Posts prescribes that the Post Service Officer shall submit a report at each Post business meeting.
- C. The State Adjutant shall assure that the Department Service Officer, Claims Representatives, and Field Service Officers are properly trained to perform their duties and responsibilities.
- D. The State Commander may request the State Adjutant to perform additional types of Service Training Programs for any special types of Pilot Programs that the Commander has added to the Department of Nevada Commander's Year book as a program and/or a Special

Program that has been coordinated with the National Veterans Service Director of the VFW. This would include the training of any category of Service Officers at the VA VFW Regional Office in a VA Medical Center or a VFW owned or operated facility.

- E. The above types of training programs shall be delegated by the State Adjutant to the Department Service Officer, depending upon the types of Service Training required.

SECTION XX – REPORTS BY SERVICE OFFICERS

- A. Reports shall be compiled as required by National Veterans Service, by all service personnel on forms provided by the Department of Nevada and shall be forwarded through proper channels.
- B. All Field Service Officers shall forward their reports to the Department Service Officer by the 25th day of each month. Consolidated reports of VAMC's shall be forwarded to the State Commander, State Senior Vice Commander and State Junior Vice Commander.
- C. Field Service Officers who fail to submit timely and accurate reports as prescribed above shall be subject to termination.
- D. The Department Service Officer shall prepare a consolidated monthly report to the National Director of Service at Washington, D. C. with a copy to the State Commander, State Senior Vice Commander, State Junior Vice Commander, and Chairman of the Veterans Service Committee.

NOTE: These reports must be mailed no later than the 10th of each month. The Department Service Officer shall also prepare a consolidated report of the VAMC's, and VAOPC's under their control with copies sent to the Department Officers indicated above.

SECTION XXI – REPRESENTATION OF CLAIMANTS

- A. The Department of Nevada Veterans' Service shall not represent any person whose interest and objective are inimical to the Veterans of Foreign Wars, or who is disloyal to the United States of America.
- B. Assistance and representation by the Department Service Officer, District Service Officers, and Post Service Officers of the Veterans of Foreign Wars of the United States are gratuitous, and under no circumstances shall a claimant be charged a fee for such service. Assistance and representation shall not be denied because of race, color, creed, sex or length of service in the Armed Forces of the United States.
- C. Members of the VFW, who have been invited by the VA to serve on any of the VA teams, committees, and/or other VA positions, shall request permission from the State Adjutant with final approval of the State Commander.

SECTION XXII – PUBLIC INFORMATION

- A.** Approval must be obtained from the State Commander before appearing on TV, Radio, or giving a press release on any special interest subjects that affect the policies of the Veterans of Foreign Wars of the United States on a State and/or National level.
- B.** Salaried employees of the Department of Nevada, VFW are not permitted to appear on any program (such as TV, Radio or Press), or to release any information to any of those mentioned, without the approval of the State Commander.

NOTE: The above does not include participation in any authorized Post, District VFW authorized programs, or programs unrelated to VFW or Veterans Affairs.

SECTION XXIII – CONFLICT OF INTEREST AND CODE OF ETHICS

- A. Conflict of Interest:** Employees shall not charge, request, solicit or receive for his or her own use, any fee, gift, reward or payment of any kind from any person, firm or corporation for any service rendered by him/her as an employee of the Veterans of Foreign Wars of the United States.
- B. Code of Ethics:** Employees shall be governed by the Department of Nevada’s Code of Ethics. They shall adhere to the principles and standards of the code. They shall acknowledge having received and read the Code of Ethics. Such acknowledgement shall be maintained by the State Adjutant.
- C.** No employee shall serve on any Department Committee that could be in conflict with his appointed position.

SECTION XXIV – COMPLAINTS

- A.** Employee’s complaints involving working conditions shall be directed to their immediate supervisor. If satisfaction is not received, the complaint may be submitted to the State Commander in writing.
- B.** Employees shall not make public statements criticizing the organizational activities of the employer, their supervisors, or any other Veteran Organization. Violators shall be subject to disciplinary action and possible dismissal.

SECTION XXV – REQUESTING GRANTS OR FUNDS

Districts, Posts or Individuals representing themselves shall not either in person or in written form, request grants and/or monies from the Federal, State, County or City Governments, without the approval of the State of Nevada VFW.

SECTION XXVI – PROBLEMS

If you have any questions or problems concerning your work (including personal problems which may affect your work), feel free to discuss them your supervisor.

SECTION XXVII – PERSONAL RECORDS INFORMATION

The information in your personal file is extremely important and must be accurate. If you marry, move, change your phone number, or if the number of your dependents increases or decreases, be sure to report these changes to the State Adjutant.

SECTION XXVIII – EMERGENCIES

An injury or an accident occurring in the course of your work should be reported immediately to your supervisor, even if it does not appear to be immediately disabling. Where immediate treatment is required, go directly to the nearest doctor or treatment center.

SECTION XXIX – EMERGENCY CLOSING OF OFFICE

- A.** In the event that the office has reason to close during a regular working day, because of inclement weather or other emergency, those persons absent on approved vacation or on sick leave shall be charged for absence of the entire day or the standard eight (8) hours.
- B.** If the office is closed early employees sent home shall receive credit for a full day worked. Absent employees shall be charged for a full day's leave.

APPENDIX A

Employee Job Descriptions

**JOB DESCRIPTION
FOR THE
DEPARTMENT OF NEVADA SERVICE OFFICER**

This job description is made up of Core Competencies, which are the core elements and requirements for the proper performance of the job. Additionally, each of the Core Competencies has listed specific Performance Standards which make up the total specific requirements for the position.

**CORE COMPETENCIES
VETERAN ADVOCACY**

PERFORMANCE STANDARDS

- Team Member shall possess a full working knowledge of veteran related regulations and benefits from Federal (Department of Veterans Affairs – DVA), State, County, and City Governments.
- Team Member serves as a client’s advocate in accordance with the specific guidelines and within the scope of accrediting organizations.
- Team Member assists, advises, & counsels Nevada veterans, dependents, or administrators when dealing with claims or appeals before the DVA for all clients for whom the DSO holds a verified power of attorney (VAF 21-22)
- Team Member reviews the status of active claims and archives files in accordance with established Department policy.
- Team Member represents the client in a professional manner and is prepared with all evidentiary materials for case presentation at all hearings.
- Team Member regularly reviews assigned claims made available by the local rating board and in coordination with the Veterans Benefits Office (VBA) of the DVA.
- Team Member provides briefings to the Department Commander and Council of Administration.

VETERAN ADVOCACY CONT'D

- Team Member maintains current knowledge of current laws and regulations; reviews published opinions and updates as afforded by the DVA, Board of Veterans Appeals (BVA), and Court of Appeals for Veterans Claims (CAVC) as well as accrediting organizations.
- Team Member represents clients in a professional manner regardless of race, religion, gender, status or length of service in the U. S. Armed Forces.
- Team Member documents and responds to senatorial and congressional inquiries and other administrations as directed by the Department Commander.

COMMUNICATIONS

- During interviews with clients, imparts and elicits information to develop claims and appeals, with DVA and as needed, counsels on available resources
- Team Member maintains vigilance with veterans and clients who are hostile, resistant, or indifferent and demonstrates the ability to communicate with clients from multi-cultural and socio-economic backgrounds.
- Corresponds with veteran and community organizations in support of the Department mission.
- Composes written responses in a timely manner and exemplifies above average command of the English language.
- Answers and initiates correspondence to DVA and Nevada veterans benefits

VETERANS OUTREACH

- Provides veteran services to individuals, groups or organizations eligible by personal contact, telephone and by written correspondence.
- Participates in appropriate veterans organizations, position related committees, stand-downs, Transition Assistance Program (TAP) briefings and community events as a Department representative for the purpose of promoting and accomplishing he Department mission to assist veterans and their families.
-

VETERANS OUTREACH CONT'D

- As time and funding permits, visits local hospitals, nursing homes, prisons, homes and rural areas when veterans are unable to visit the agency office.

DEPENDIBILITY

- Properly and accurately submits time sheets and all required time, attendance, and training documentation.
- Arrives on time for scheduled appointments and hearings.
- Makes or ensures appropriate arrangements to cover scheduled appointments due to unexpected absences

INTERPERSONAL RELATIONS

- Represents the Department in a professional manner at all times.
- Exhibits a professional appearance, personal hygiene and demeanor

TRAINING

- Attends scheduled training.
- Attains and maintains eligibility for accreditation as required.
- Schedules and conducts District and Post Service Officer training workshops.
- Maintains working knowledge of relative laws, regulations and guidelines.

SUPERVISION

- Manage, evaluate and monitor the activities of assigned administrative assistant.
- Provides specific guidance and supervision to District, and Post Service Officers.
- Meets all personnel action deadlines.
- Acts as a positive role model for Department administrative personnel.
- Attends and is prepared for meetings.
- Completes team member evaluation and updates Work Plan within required time frames.

PRIVACY/CONFIDENTIALITY

- Maintains compliance with Federal Law 45 CFR 164: Standards for Privacy of Individually Identifiable Health Information (Health Insurance Portability and Accountability Act – HIPAA).
- Protects the privacy and confidentiality of clients/residents. Reports known or suspected unauthorized access, use, or disclosure of client's information, and/or documentation to designated privacy officer.

SAFETY PROGRAMS

- Observes all applicable safety rules. Keeps work areas free of unnecessary hazards. Provides and promotes a safe and healthy work environment.
- Wears and uses required safety equipment. Follows the principles of infection control, and workers compensation procedures.
- Utilizes proper ergonomic techniques. Identifies safety challenges, and/or recommends improvements in safety to immediate supervisor. Maintains proper work habits ensuring a safe environment. Maintains appropriate certifications, when applicable.

WORK ENVIRONMENT/GOALS

- Practices positive interactions encouraging open communication. Provides an environment open to sharing ideas, and supporting other staff. Supports Posts in achieving strategic goals. Represents the Department values displaying professionalism, respect, integrity, dedication and empathy to veterans, community organizations and team members.
- Ensures the office and work areas are maintained in a clean and efficient manner. Ensures all correspondence and documentation is maintained in proper files and secured for privacy at all times.

OTHER RELATED DUTIES AS ASSIGNED

- The Core Competencies/Performance Standards cannot be all encompassing, and reflect the items necessary to describe the principle functions of the position. Team member responds to request and completes special projects or additional duties as requested.

**JOB DESCRIPTION
FOR THE
DEPARTMENT SERVICE OFFICE ADMINISTRATIVE ASSISTANT**

This job description is made up of Core Competencies, which are the core elements and requirements for the proper performance of the job. Additionally, each of the Core Competencies has listed specific Performance Standards which make up the total specific requirements for the position.

**CORE COMPETENCIES
QUALITY OF WORK**

PERFORMANCE STANDARDS

- Completes assignments with minimum number of errors.
- Follows established policies and procedures when completing assignments.
- Demonstrates thoroughness and attention to detail.
- Submits work at a consistent level of quality.
- Finishes assignments within established standards and deadlines.

INITIATIVE

- Anticipates potential problems and or opportunities.
- Seeks additional assignments when assigned tasks are completed and to increase skills.
- Does what needs to be done without being directed.
- Takes action to achieve goals beyond what is required.

KNOWLEDGE

- Demonstrates technical knowledge, skill and proficiency to consistently performed assigned job functions.
- Understands the responsibilities and duties required of the position.
- Demonstrates knowledge of organizational policies, operations and procedures.
- Learns new methods and technology willingly in order to improve productivity.

- Maintains a working knowledge of veteran regulations and benefits from Federal (Department of Veterans Affairs – DVA), State, County, and City Governments.

QUANTITY OF WORK

- Meets quotas and/or objectives within the assigned timeframe.
- Anticipates and adequately meets fluctuations in work flow.
- Handles a variety of responsibilities simultaneously.

INTERPERSONAL RELATIONS

- Represents the Department in a professional manner at all times.
- Exhibits a professional appearance, personal hygiene and demeanor.

TRAINING

- Attends scheduled training.
- Maintains working knowledge of relative laws, regulations and guidelines.

PLANNING & DEPENDABILITY

- Defines job-related objectives and effectively plans and organizes work to achieve them.
- Develops and uses efficient methods to meet deadlines and assure productivity.
- Manages time well and meets deadlines.
- Demonstrates acceptable attendance habits.
- Is punctual arriving to work, meetings and when returning from breaks, lunches, etc.

PRIVACY/CONFIDENTIALITY

- Maintains compliance with Federal Law 45 CFR 164: Standards for Privacy of Individually Identifiable Health Information (Health Insurance Portability and Accountability Act – HIPAA).
- Protects the privacy and confidentiality of clients/residents. Reports known or suspected unauthorized access, use, or disclosure of client's information, and/or documentation to designated privacy officer.

COMMUNICATION & COOPERATION

- Maintains positive working relationships.
- Responds with courtesy and efficiency to work-related requests.
- Expresses self orally in a clear, effective and professional manner.
- Demonstrates an above average command of the English language.
- Prepares reports, memos, letters, and other forms of written communications required by job function accurately and using appropriate business/organizational form, grammar, and vocabulary.
- Listens, understands and evaluates information and instructions.

WORK ENVIRONMENT/GOALS

- Practices positive interactions encouraging open communication. Provides an environment open to sharing ideas, and supporting other staff. Represents the Department values displaying professionalism, respect, integrity, dedication and empathy to veterans, community organizations and team members.
- Ensures the office and work areas are maintained in a clean and efficient manner. Ensures all correspondence and documentation is maintained in proper files and secured for privacy at all times.

OTHER RELATED DUTIES AS ASSIGNED

- The Core Competencies/Performance Standards cannot be all encompassing, and reflect the items necessary to describe the principle functions of the position. Team member responds to request and completes special projects or additional duties as requested.

APPENDIX B

Employee Work Performance Standards Form

**DEPARTMENT OF NEVADA
EMPLOYEE WORK PERFORMANCE
STANDARDS FORM**

Supervisors are responsible for establishing the initial standards, but standards must be reviewed annually and amended when appropriate. The employee must be given an opportunity to comment when the standards are revised.

Employee Name:	Last		First		M. I.		Employee ID #	
Class Title:	DEPARTMENT SERVICE OFFICER						DATE OF REVIEW	

I have read and understand the work performance standards for this position. I understand these standards may be modified after discussion with my immediate supervisor and with the concurrence of the appointing authority.

Employee Signature: _____ **Date:** _____

Supervisor Title & Signature: _____ **Date:** _____

DEPARTMENT COMMANDER Signature: _____ **Date:** _____

0 = Unsatisfactory 1 = Needs Improvement 2 = Full Standard 3 = Above Average 4 = Superior

Provide a score for each element below in each core competency and then average these scores and round off to the nearest tenth. Provide an average score to the tenth's for each core competency and then total these averages to determine the TOTAL SCORE.

CORE COMPETENCIES <small>(Defined as principal assignments, goals, responsibilities and/or related factors.)</small>	SCORE 0 1 2 3 4	COMMENTS/IMPROVEMENTS REQUIRED
Core Competency #1: VETERAN ADVOCACY	AVERAGE SCORE	
<ul style="list-style-type: none"> • Possesses a full working knowledge of veteran related regulations and benefits from Federal (Department of Veterans Affairs – DVA), State, County, and City Governments. • Provides service as an advocate in accordance with guidelines and within the scope of accrediting organizations • Assists, advises & counsels Nevada veterans, dependents or administrators when dealing with claims or appeals before the (DVA) for all veterans for whom the Department Service Officer holds a verified power of attorney (VAF 21-22) • Reviews status of active claims and archives files in accordance with Department policy • Represents the client in a professional manner and is prepared with all evidentiary materials for the case presentation at the hearing • 		

<ul style="list-style-type: none"> • Reviews assigned claims made available by the local rating board on a regular basis and in coordination with the Veterans Benefits Office (VBA) of DVA • Provide briefings to the Department Commander and Council of Administration as directed • Maintains knowledge of current laws and regulations; reviews published opinions and updates as afforded by DVA, Board of Veterans Appeals (BVA), and Court of Appeals for Veterans Claims (CAVC) as well as accrediting organizations • Represents the clients in a professional manner regardless of race, religion, gender, or status or length of service in the U. S. Armed Forces • Document and respond to senatorial and congressional inquiries and other administrations as directed by the Department Commander 		
<p>Core Competency #2: COMMUNICATIONS</p>	<p>AVERAGE SCORE</p>	
<ul style="list-style-type: none"> • During interviews with clients, imparts and elicits information to develop claims and appeals with DVA and as needed, counsels on other available resources • Maintains vigilance with veterans and clients who are hostile, resistant, or indifferent and demonstrates ability to communicate with clients from multi-cultural and socio-economic backgrounds • Corresponds with veteran and community organizations in support of the Department mission • Composes written responses in a timely manner and exemplifies above average command of the English language • Answers and initiates correspondence relative to DVA and Nevada veterans benefits 		

Core Competency #3: VETERANS OUTREACH	AVERAGE SCORE	
<ul style="list-style-type: none"> • Provides veteran services to individuals, groups or organizations eligible by personal contact, telephone and by written correspondence • Participates in appropriate veterans organizations, position related committees, stand-downs, Transition Assistance Program (TAP) briefings and community events as a Department representative for the purpose of promoting and accomplishing the Department mission to assist veterans and their families • As time and funding permits, visits local hospitals, nursing homes, prisons, homes and rural areas when veterans are unable to visit the agency office 		
Core Competency #4: DEPENDABILITY	AVERAGE SCORE	
<ul style="list-style-type: none"> • Properly and accurately submits time sheets and all required time, attendance and training documentation • Arrives on time for scheduled appointments and hearings • Makes or ensures appropriate arrangements to cover scheduled appointments due to unexpected absences 		
Core Competency #5: INTERPERSONAL RELATIONS	AVERAGE SCORE	
<ul style="list-style-type: none"> • Represents the Department in a professional manner at all times • Exhibits a professional appearance, personal hygiene and demeanor 		
Core Competency #6: TRAINING	AVERAGE SCORE	
<ul style="list-style-type: none"> • Attends scheduled training • Attains and maintains eligibility for accreditation as required • Schedules and conducts District and Post Service Officer Training workshops • Maintains working knowledge of relative laws, regulations and guidelines 		

Core Competency #7: SUPERVISION	AVERAGE SCORE	
<ul style="list-style-type: none"> • Manage, evaluate and monitor the activities of assigned secretary • Provides specific guidance and supervision to District, Post Service Officers • Meets all personnel action deadlines • Acts as a positive role model for Department administrative personnel • Attends and is prepared for meetings • Completes team member evaluation and updates Work Plan within required time frames 		
Core Competency #8: PRIVACY/CONFIDENTIALITY	AVERAGE SCORE	
<ul style="list-style-type: none"> • Maintains compliance with Federal Law 45 CFR 164: Standards for Privacy of Individually Identifiable Health Information (Health Insurance Portability and Accountability Act – HIPAA.) • Protects the privacy and confidentiality of clients/residents. Reports known or suspected unauthorized access, use, or disclosure of clients information, and/or documentation to designated privacy officer. 		
Core Competency #9: SAFETY PROGRAMS	AVERAGE SCORE	
<ul style="list-style-type: none"> • Observes all applicable safety rules. Keeps work areas free of unnecessary hazards. Provides and promotes a safe and healthy work environment. • Wears and uses required safety equipment. Follows the principles of infection control, and workers compensation procedures. • Utilizes proper ergonomic techniques. Identifies safety challenges, and/or recommends improvements in safety to immediate supervisor. Maintains proper work habits ensuring a safe environment. Maintains appropriate certifications, when applicable. 		

Core Competency #10: WORK ENVIRONMENT/GOALS	AVERAGE SCORE	
<ul style="list-style-type: none"> Practices positive interactions encouraging open communication. Provides an environment open to sharing ideas, and supporting other staff. Supports Posts in achieving strategic goals. Represents the Department values displaying, professionalism, respect, integrity, dedication and empathy to veterans, community organizations and team members. Ensures the office and work areas are maintained in a clean and efficient manner. Ensures all correspondence and documentation is maintained in proper files and secured for privacy at all times. 		
Core Competency #11: OTHER RELATED DUTIES AS ASSIGNED	AVERAGE SCORE	
The Core Competencies cannot be all encompassing, and reflect the items necessary to describe the principle functions of the position. Team member responds to request and completes special projects or additional duties as requested.		The core competencies cannot be all encompassing, and reflect the items necessary to describe the principle functions of the position. Team member responds to request and completes special projects or additional duties as requested.
Add the overall average for each core competency in order to determine the TOTAL SCORE	TOTAL SCORE	

EMPLOYEES COMMENTS - _____

EMPLOYEES INITIALS _____

DATE _____

REVIEWERS COMMENTS - _____

REVIEWERS SIGNATURE _____

DATE _____

THIS FORM IS CONFIDENTIAL WHEN FILLED OUT.

**DEPARTMENT OF NEVADA
EMPLOYEE WORK PERFORMANCE
STANDARDS FORM**

Supervisors are responsible for establishing the initial standards, but standards must be reviewed annually and amended when appropriate. The employee must be given an opportunity to comment when the standards are revised.

Employee Name:	Last		First		M. I.		Employee ID #	
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Class Title:	DEPARTMENT SERVICE OFFICE ADMINISTRATIVE ASSISTANT	DATE OF REVIEW	
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I have read and understand the work performance standards for this position. I understand these standards may be modified after discussion with my immediate supervisor and with the concurrence of the appointing authority.

Employee Signature: _____ **Date:** _____

Supervisor Title & Signature: _____ **Date:** _____

DEPARTMENT COMMANDER Signature: _____ **Date:** _____

0 = Unsatisfactory 1 = Needs Improvement 2 = Full Standard 3 = Above Average 4 = Superior

Provide a score for each element below in each core competency and then average these scores and round off to the nearest tenth. Provide an average score to the tenth's for each core competency and then total these averages to determine the TOTAL SCORE.

CORE COMPETENCIES (Defined as principal assignments, goals, responsibilities and/or related factors.)	SCORE 0 1 2 3 4	COMMENTS/IMPROVEMENTS REQUIRED
Core Competency #1: QUALITY OF WORK	AVERAGE SCORE	
<ul style="list-style-type: none"> • Completes assignments with minimum number of errors • Follows established policies and procedures when completing assignments • Demonstrates thoroughness and attention to detail • Submits work at a consistent level of quality • Finishes assignments within established standards and deadlines 		
Core Competency #2: INITIATIVE	AVERAGE SCORE	
<ul style="list-style-type: none"> • Anticipates potential problems and or opportunities • Seeks additional assignments when assigned tasks are completed and to increase skills • Does what needs to be done without being directed • Takes action to achieve goals beyond what is required 		

Core Competency #3: JOB KNOWLEDGE	AVERAGE SCORE	
<ul style="list-style-type: none"> • Demonstrates technical knowledge, skill and proficiency to consistently perform assigned job functions • Understands the responsibilities and duties required of the position • Demonstrates knowledge of organizational policies, operations and procedures • Learns new methods and technology willingly in order to improve productivity • Maintains a working knowledge of veteran regulations and benefits from Federal (Department of Veterans Affairs – DVA), State, County, and City Governments. 		
Core Competency #4: QUANTITY OF WORK	AVERAGE SCORE	
<ul style="list-style-type: none"> • Meets quotas and or objectives within the assigned timeframe • Anticipates and adequately meets fluctuations in work flow • Handles a variety of responsibilities simultaneously 		
Core Competency #5: INTERPERSONAL RELATIONS	AVERAGE SCORE	
<ul style="list-style-type: none"> • Represents the Department in a professional manner at all times • Exhibits a professional appearance, personal hygiene and demeanor 		
Core Competency #6: TRAINING	AVERAGE SCORE	
<ul style="list-style-type: none"> • Attends scheduled training • Maintains working knowledge of relative laws, regulations and guidelines 		
Core Competency #7: PLANNING & DEPENDABILITY	AVERAGE SCORE	
<ul style="list-style-type: none"> • Defines job-related objectives and effectively plans and organizes work to achieve them • Develops and uses efficient methods to meet deadlines and assure productivity • Manages time well and meets deadlines • Demonstrates acceptable attendance habits • Is punctual arriving to work, meetings and when returning from breaks, lunches, etc. 		

Core Competency #8: PRIVACY/CONFIDENTIALITY	AVERAGE SCORE	
<ul style="list-style-type: none"> • Maintains compliance with Federal Law 45 CFR 164: Standards for Privacy of Individually Identifiable Health Information (Health Insurance Portability and Accountability Act – HIPAA.) • Protects the privacy and confidentiality of clients/residents. Reports known or suspected unauthorized access, use, or disclosure of client's information, and/or documentation to designated privacy officer. 		
Core Competency #9: COMMUNICATION & COOPERATION	AVERAGE SCORE	
<ul style="list-style-type: none"> • Maintains positive working relationships • Responds with courtesy and efficiency to work-related requests • Expresses self orally in a clear, effective and professional manner • Demonstrates an above average command of the English language. • Prepares reports, memos, letters, and other forms of written communications required by job function accurately and using appropriate business/organizational form, grammar, and vocabulary • Listens, understands, and evaluates information and instructions 		
Core Competency #10: WORK ENVIRONMENT/GOALS	AVERAGE SCORE	
<ul style="list-style-type: none"> • Practices positive interactions encouraging open communication. Provides an environment open to sharing ideas, and supporting other staff. Represents the Department values displaying, professionalism, respect, integrity, dedication and empathy to veterans, community organizations and team members. • Ensures the office and work areas are maintained in a clean and efficient manner. Ensures all correspondence and documentation is maintained in proper files and secured for privacy at all times. 		

Core Competency #11: OTHER RELATED DUTIES AS ASSIGNED	AVERAGE SCORE	
The Core Competencies/Performance Standards cannot be all encompassing, and reflect the items necessary to describe the principle functions of the position. Team member responds to request and completes special projects or additional duties as requested.		The core competencies cannot be all encompassing, and reflect the items necessary to describe the principle functions of the position. Team member responds to request and completes special projects or additional duties as requested.
Add the overall average for each core competency in order to determine the TOTAL SCORE	TOTAL SCORE	

EMPLOYEES COMMENTS - _____

EMPLOYEES INITIALS _____ **DATE** _____

REVIEWERS COMMENTS - _____

REVIEWERS SIGNATURE _____ **DATE** _____

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