

State of Georgia Job Description

Job Family: Legal
Job Code: LEP063
Job Title: Vets Claims & Appeals Ofc Spv
Functional Level: Supervisor (SPV)
Pay Plan: Statewide Salary Plan (SWD)
Grade: M
Salary Range: \$56,310.72 - \$73,677.24 - \$91,043.76

Job Summary:

The Claims and Appeals Office Supervisor manages the work of approximately 12 personnel as they represent veterans, dependents, and survivors during the VA benefits appeals process. Additionally, to supervising all subordinates and working closely with the VA Regional Office, this position is also responsible for conducting appeals and advocating for claimants whose initial applications for VA benefits have been denied or under-awarded, ensuring that every appellant receives a fair and thorough review. The role requires expert knowledge of VA law and regulations, appellate procedures, and familiarity with medical evidence, military service records, and case law impacting veterans' claims. Claims and Appeals Office Supervisor is responsible for managing and presenting appeals at various stages of the U.S. Department of Veterans Affairs adjudication process, including reviews by the Veterans Benefits Administration (VBA), Board of Veterans' Appeals (BVA), and potentially higher-level courts or administrative panels. Duties include reviewing denied claims, analyzing case files, gathering and interpreting supporting documentation (e.g., service records, medical evidence), and preparing legal arguments to support the veteran's position. The officer will draft formal written briefs, represent clients during virtual and in-person hearings, and provide guidance on the appeals timeline and procedural requirements. This role also involves staying current on changes to VA laws, Title 38 of the U.S. Code, relevant precedent decisions, and emerging issues in veteran's law. The Claims and Appeals Office Supervisor will collaborate closely with attorneys, medical professionals, and federal and state agency representatives to develop compelling appeals on behalf of clients. Outreach and training support may also be provided to other Veteran Service Officers and the general public regarding appeals rights and best practices. In addition to appeals work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Primary Duties & Responsibilities:

- Maintains knowledge of trends and changes in laws and provides expertise to the department.
- Manages operations and supervises, plans, and directs work of assigned Claims & Appeals Officers and staff.
- Represents agency and provides subject matter expertise during initial and appellate decisions with the Dept of Veterans Affairs Regional Office or Board of Veterans Appeals in a courteous and professional manner.
- Conducts detailed research and analysis.
- Establishes and maintains a working relationship with the public, community, veterans, dependents, and survivors.
- Coordinates business management functions with internal and external agencies.
- Serves as subject matter expert in the areas of all veterans benefits programs entitled to veterans, dependents, and survivors.
- Oversees the development and implementation of required federal and state training

requirements.

- May serve as Director as required.

Entry Qualifications:

Bachelor's degree from an accredited college or university and two (2) years of professional job-related experience. Military veteran status or extensive professional experience working with military or veteran populations. Knowledge of VA regulations and benefits processes. Strong understanding of medical conditions related to military service. Ability and the patience to read, review, analyze and research a veterans entire file combined with critical thinking and problem solving. Requires the collaboration with various agencies and individuals (VA partners and other VSO organizations, etc.) regarding the proper interpretation and application of the 38 CFR. The appeals position requires the individual to learn and adhere to proper Board practices and professional procedures. Excellent organizational and interpersonal communication skills. Proficiency in Microsoft Office and electronic case management systems. Ability to work independently and manage a caseload effectively.

Preferred Qualifications:

In addition to Entry Qualifications, Preferred Qualifications may be added by the agency.

NOTE:

The above job description represents the general nature, primary duties and responsibilities, and qualifications for the work performed by employees within this job, but is not a comprehensive and exhaustive list. Employees may be required to perform other duties as assigned, and specific duties, responsibilities, and activities within the core nature of the job may change at any time with or without notice. Employees must be able to perform the essential functions of the job, as specified by the employing entity, with or without reasonable accommodation.