

Multnomah County Aging, Disability and Veterans' Services Division Intern Position Description

Position: *Intern*

Hours: *TBD*

Schedule: *TBD*

Supervisor: *Eric Ensley, Program Supervisor*

(503) 988-2463

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**Multnomah County
Veterans' Services**

The County Veterans' Services Office, part of the Multnomah County's Aging, Disability, and Veterans' Services Division (ADVSD), works to ensure that Multnomah County veterans and their families receive all state and federal veterans' benefits available to them by providing them effective and dedicated representation free of charge.

The Veterans' Services Office can assist veterans with:

- Understanding veterans benefits programs
- Filing claims with the VA
- Appealing unfavorable VA decisions, including representation at VA hearings
- Recovering lost military records
- All other inquiries regarding veterans benefits

The Veterans' Services Intern Position is designed to provide support to the County Veterans' Service Officers and contribute to the scope of services the Veterans' Services Office is able to provide Multnomah County veterans and their families. It is a versatile position and can be adapted to the specific strengths and goals of the intern.

Intern duties include:

- Becoming competent in office assistant duties, such as answering phone calls and emails, providing excellent customer service, scheduling appointments and making relevant referrals to community, local, statewide and federal resources
- Collaborating with the Case Manager Assistant and Outreach Specialist to plan and conduct various outreach and community activities/events, specifically with incarcerated, aging, LGBTQ, homeless and women veterans
- Interviewing veterans from the aforementioned underserved populations and compiling information on how the county can better serve those veterans and their families
- Becoming involved in the overlap and integration of Veterans' Services with the rest of the DCHS/ ADVSD by attending meetings and collaborating with the ADRC Helpline
- Becoming knowledgeable in VA benefits and the process of filing claims with the VA

