



Nova Scotia/Nunavut Command
The Royal Canadian Legion

61 Gloria McCluskey Avenue
Dartmouth, Nova Scotia B3B 2Z3

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ns.legion.ca

All Branch Mail Out #117

Date: December 21, 2023

TO: NS/NU Branches
NS/NU Executive Council
NS/NU Zone Commanders
NS/NU Past Presidents
NS/NU Command Staff

From: Comrade Craig Hood CD
Executive Director
NS/NU Command, RCL

Subject: Job Posting - Command Service Officer

Message:

Comrades: Please see attached job opportunity for a NS/NU Command Service Officer.



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NOVA SCOTIA/NUNAVUT COMMAND OF THE ROYAL CANADIAN LEGION

Is Hiring a Professional Command Service Officer

Permanent position, full-time, 32.5 hours per week

Starting salary range: To be determined based on experience.

Start Date: February, 2024

Workplace: The Royal Canadian Legion is a non-profit, community-based organization that provides free representation services to serving and retired members of the Canadian Forces, RCMP members, veterans, and their families. The privacy and confidentiality of personal information is of paramount importance to the Legion. We work in a stimulating environment that promotes autonomy and decision-making. Our environment offers the opportunity to meet and work with veterans, members, and their families.

Assets:

- Any equivalent work experience related to one or more of the above-mentioned duties will be considered.
- Experience working for or in the CAF, RCMP may be given preference.

Duties: Mandated by legislation, a Provincial Command Service Officer can assist a Military Member, Veteran, an RCMP or Civilian RCMP member or their families to:

- Provide support and advise members and veterans how to receive services, benefits or access programs, benefits and services under the *Pension Act* and the *Veterans Well-being Act*.
- Represent, guide and process Veterans' disability claims with Veterans Affairs Canada (VAC).
- Conduct reviews of service medical records and other documents to advise if there is sufficient evidence for disability claims or if more information is recommended.
- Provide advice regarding the evidence required for successful disability claims and other benefits to VAC.

- Analyze when claims are denied and be able to discuss and explain the reasons with the member or person.
- Refer to Dominion Command when Appeals to the Veterans Review and Appeal Board are required.
- To help those in need through the appropriate Trust Charitable Funds.
- Be able to intervene in crisis management if the need is present.

Abilities/Skills Required:

- Knowledge of issues experienced by military members as well as veterans.
- Basic knowledge of Canadian Armed Forces, RCMP and Veterans Affairs Canada processes/policies.
- Compassionate and attentive personal qualities when dealing with those who require help.
- Ability to make decisions and take initiative.
- Ability to work as part of a large network of Command Service Officers across the country and within your direct working environment.
- Excellent ability to set priorities, manage multiple files and work under pressure.
- Ability to communicate orally and in writing.
- Able to present to large groups as needed (ie: SCAN seminars, to the Transition Group, etc..).
- A good working knowledge of Microsoft and other computer skills are required to perform the duties of the position.
- Bilingualism is ideal.

Training is provided and required for the position:

- Training will be conducted at Dominion Command in Ottawa, ON and on the job with other Service Officer(s).
- Biannually attend Service Officer Professional Development organized by the Director of Veterans Services at National Headquarters.
- Attending monthly Service Officer virtual meetings with Service Officers across the country.

Please send your CV to the Executive Director through admin@nsnulegion.ca. Only candidates selected for an interview will be contacted. Thank you for your interest.