



James W. Hendon
COMMISSIONER

Glenda Y. Villareal
DEPUTY COMMISSIONER

Job Title: Intake Aide

Business Unit: Veterans' Support Services

Application Due Date: Until Filled

The mission of the Department of Veterans' Services is to connect, mobilize, and empower New York City's Veteran community in order to foster purpose-driven lives for New York City Service Members – past and present – in addition to their caregivers, survivors, and families. DVS fulfills this mission by providing New York City's 210,000 Veterans with essential services and programs focused on pivotal areas such as economic empowerment, housing security, benefits, health and wellness, and culture.

DVS will continue to strengthen its core services as well as find new ways to serve this dynamic population and ensure that Veterans – New York City's most civic-minded individuals – continue to serve as a major asset for the City.

Veterans' Support Services is in need of an Intake Aide intern to help provide reception and intake support for the unit.

Availability: Intake Aides are needed to cover the front desk Monday to Friday, during business hours of 9:00 AM – 5:00 PM, with critical need on Wednesdays and Fridays from 9:00 AM – 5:00 PM.

Reporting to Senior Director of Veterans' Support Services and responsibilities will include:

Reception

- Greets visitors, determines the purpose of visits, and contacts appropriate DVS staff
- Answers phone calls, determines the purpose of calls, and contacts appropriate DVS staff
- Receives mail and deliveries and contacts appropriate DVS staff

Intake

- Determines if a visitor or caller is interested in becoming a client for DVS services (including Mental Health, Housing, VA Claims) and/or in referrals to partners providing Legal, Employment, and other assistance to veterans and military families.
- Enrolls clients into cross-sector collaboration software, VetConnect
- Refers clients through VetConnect to specific DVS services and/or partner services

VA Claims

Connect with us!



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- Informs veterans of eligibility requirements to file common VA claims
- Distributes evidence checklists for common VA claims to veterans
- Assists veterans in notifying the VA of intent to file a claim
- Assists veterans in requesting military service records from the National Archives

Preferred Skills:

- Clear communication skills including active listening and empathy
- Customer service skills including problem solving and time management
- Some knowledge of CRM (customer relationship management) tools
- A strong interest in learning about VA claims and other veterans' benefits
- Able to assist non-technical users with technology
- Self-sufficient and self-motivated

Eligibility:

- Compensation for this internship will be provided through the VA Work Study Program. Potential candidates who meet the preferred skill requirements must also meet the eligibility requirements of the VA Work Study Program as described below to be considered for this position.
- Are enrolled in at least three-quarter time in a college degree, vocational, or professional program, and
- Can finish the work-study contract while you still qualify for education benefits, and
- Are using an approved VA education benefits program to pay for your education or training

Physical Requirements:

- Prolonged periods of sitting at a desk.

Please provide a copy of your resume with cover letter that identifies veteran status, skills and experience skills, and VA Work Study eligibility.

Learn more about VA Work Study:

<https://www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/work-study/>

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