



# Compensation Service Veterans Service Representative (VSR) Technical Competencies

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*Extracted from the Compensation and Pension Service Competency Model Report, Dated March 2011*



**U.S. Department of  
Veterans Affairs**



An HR&A Initiative to invest in people development, talent acquisition and workforce engagement for the delivery of high-quality healthcare, benefits and other services to Veterans and their families.



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## Overview

The information in this document, including table numbers, is derived from the Compensation and Pension Service Competency Model Report, dated March 2011.

This document contains the technical competencies for the specified position and provides the following detailed information:

- A list of all technical competencies for the position.
- For each technical competency, a profile is provided that includes the Competency:
  - Description/Definition
  - Proficiency Ratings
  - Proficiency Levels
  - Behavioral Indicators



## VSR Technical Competencies

The table below identifies the technical competencies for the Compensation Service VSR position.

**Table 1: VSR Technical Competencies**

Veterans Service Representative (VSR) Technical Competencies	
1.	Benefits Accounting
2.	Claims Processing
3.	Health and Medical Processes
4.	VBA Applications
5.	Veteran's Benefits and Eligibility



## VSR Technical Competency Profiles

The tables below identify the competency profiles for the Compensation Service VSR position.

**Table 2: VSR – Benefits Accounting**

Benefits Accounting				
Description/Definition: Accounting of funds received and spent by the fiduciary. Involves verification of funds held on behalf of beneficiary				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Review simple account (e.g., one source of income, minimal expense).	✓		
	Ensure the beginning balance is the same as ending balance in prior account.	✓		
	Compare income on TINQ screen for VA and also other source income to what is reported on the accounting	✓		
	Compare accounting form to Fund Usage Agreement (FUA).	✓		
2 – Foundational	Interface with Field Examiner when discrepancies in accounting are identified.		✓	✓
	Review monthly bank statements to verify expenses.		✓	✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 3: VSR – Claims Processing**

<b>Claims Processing</b>				
<b>Description/Definition: Develop, evaluate, and resolve C&amp;P related claims, applying technical knowledge and interpersonal skills to resolve cases in a fair and efficient manner.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
2 – Foundational	Process reported changes (e.g., dependency, FNOD, stop/resume benefits).	✓		
	Screen claim for initial development actions (e.g., type, relationships, qualifying service, proper claimant, proof of death, income, medical evidence, employment information).	✓		
	Determine the type of claim.	✓		
3 – Intermediate	Process reported changes (e.g., dependency, FNOD, stop/resume benefits).		✓	
	Screen claim for initial development actions (e.g., type, relationships, qualifying service, proper claimant, proof of death, income, medical evidence, employment information).		✓	
	Determine the type of claim.		✓	
	Process reported changes (e.g., dependency, FNOD, stop/resume benefits).		✓	
	Screen claim for initial development actions (e.g., type, relationships, qualifying service, proper claimant, proof of death, income, medical evidence, employment information).		✓	
	Determine the type of claim.		✓	
	Process reported changes (e.g., dependency, FNOD, stop/resume benefits).		✓	
4 – Advanced	Prepare administrative decisions (e.g., Character of Discharge, Line of Duty/ Willful Misconduct, Deemed Valid Marriage, Former POW Status, Corpus of Estate, Findings of Fact).			✓
	Review cases within an average of less than 30 minutes per case.			✓
	Review C&P examination for traumatic brain injury (TBI) and the treatment records for evidence of TBI and residuals.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 4: VSR – Health and Medical Processes**

<b>Health and Medical Processes</b>				
<b>Description/Definition: Familiarity with health and medical termination, medical documentation, practices and procedures as well as the risk factors, symptoms, and characteristics of disabilities covered by VA.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
1 – Basic	Recognize an insufficient exam based upon general medical principals and functions of the major body systems.	✓		
2 – Foundational	Determine if an exam is adequate based upon the examination worksheet requirements.		✓	
	Develop case for medical evidence.		✓	
3 – Intermediate	Determine the appropriate exam based upon knowledge of general medical principals, functions, anatomy, and physiology.			✓
	Determine the need for a medical exam.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 5: VSR – VBA Applications**

VBA Applications				
Description/Definition: The use of C&P computer systems to carry out claims processing tasks				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Access specific information using computer applications (e.g., payment history, claim history, appeals, exams).	✓		
	Use SHARE system to update information (e.g., address, service, EP, death of veteran).	✓		
	Use VA computer applications to perform routine tasks.	✓		
4 – Advanced	Utilize Virtual VA to copy or move documents from one e-folder to another.		✓	
	Use prior screens to appropriately generate and promulgate an award with VETSNET.		✓	
	Use DPRIS to generate JSRRC verification requests regarding PTSD stressors.		✓	
5 – Expert	Use RCPS application to interpret and analyze DFAS data regarding Military Retired Pay (MRP).			✓
	Troubleshoot and provide workarounds for VA application issues (e.g., VETSNET, Participant Profile, BDN).			✓
	Performs monthly quality reviews.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA





**Table 6: VSR – Veteran's Benefits and Eligibility**

<b>Veteran's Benefits and Eligibility</b>				
<b>Description/Definition: Rendering proper C&amp;P related information, advice, notification of decisions, and assistance to Veterans, their families, and their representatives.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
2 – Foundational	Confirm correct employment history that supports claim.	✓		
	Complete award with the correct effective dates and amount.	✓		
3 – Intermediate	Ensure notification letters are properly formatted and have the correct name, address, effective dates, file number (if applicable), amounts, payment dates, and the proper date of claim.		✓	
	Correctly refer a claim ready-to-rate.		✓	
	Ensure predetermination letters are properly formatted and have the correct name, address, and issue.		✓	
	Include all medical evidence required for rating.		✓	
4 – Advanced	Complete administrative decision with the correct issue, evidence, decision, and reasons and bases.			✓
	Act as second signature to trainee VSRs.			✓
	Mentor/Train VBA employees on benefits and eligibility information in a one-on-one setting.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

