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Rating Veterans Service Representative

- [MyCareer@VA](#)
- [My Career Toolkit](#)
- [VA Career Guides](#)
- [Claims](#)
- Rating Veterans Service Representative

Rating Veterans Service Representatives serve as decision makers for claims involving rating decisions. Rating Veterans Service Representatives are responsible for analyzing claims, applying VA's Schedule for Rating Disabilities (Rating Schedule) and preparing rating decisions. These employees inform the Veterans Service Representatives (VSR) and/or claimant of the decision and the basis and reasons for the decision. They work to ensure that Veterans receive the care and benefits they have earned through their service to the nation. Through their contributions, they make a positive difference in the lives of the Veterans they serve.

Knowledge Areas

Rating Veterans Service Representatives need to have a thorough understanding of:

- **Techniques for communicating with all types of individuals from a variety of backgrounds concerning a wide range of subjects and/or situations**
- **Methods for interpreting and seeking out information on complex sets of laws, rules and policies**
- **Laws, agency rules and due process guiding claims processing**
- **Characteristic features and risk factors associated with the most frequent medical claims (e.g., Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI))**
- **VA's Schedule for Rating Disabilities**
- **Phases of claims processing (i.e., public contact, triage, pre-determination or development)**
- **Applicable electronic data processing and tracking systems (e.g., Control of Veterans Records System (COVERS), Veterans Appeals Control and Locator System (VACOLS) and Rating Board Automation (RBA 2000))**
- **Policies and procedures regarding privacy and release of information**
- **VA intranet and rating job aids (e.g., Evaluation Builder, Special Monthly Compensation (SMC) Calculator and Traumatic Brain Injury (TBI))**
- **Medical references (e.g., Merck Manual, Dorland's Illustrated Medical Dictionary and Diagnostic and Statistical Manual of Mental Disorders IV)**

Training & Developmental Experiences

- [Entry Level](#)
- [Mid Level](#)
- [Senior Level \(Decision Review Officer\)](#)
- [Supervisor](#)

Grade Range: **GS07-GS09**

Developmental Experiences

- Determine whether all necessary treatment records are on file
- Determine if a Compensation and Pension examination needs to be ordered for each issue of record
- Include the rating schedule in the letter submitted to Veteran

Training Resources

- [Customer-Focused Management*](#)
- [Basic Accounting Principles and Framework*](#)
- [Receiving Feedback and Criticism*](#)
- [Influence and Persuasion*](#)
- [Public Speaking Strategies: Confident Public Speaking*](#)

** This is an internal Department of Veterans Affairs training opportunity provided to all VA employees for continued career growth.*

Grade Range: **GS10-GS12**

Developmental Experiences

- Provide feedback to Veterans Service Representatives on further development actions needed to complete a claim
- Prepare a rating decision that explains complex legal and medical concepts in laymen's terms
- Independently evaluate all evidence of record to produce an accurate rating decision
- Identify any fast letters that apply to a claim
- Update information on VETSNET and ensure it is complete and correct
- Apply the rules of evidence and develop a case according to M21-1MR and 38 CFR requirements
- Confirm the link between the diagnosis and the stressor
- Determine whether the exam of record is sufficient for rating purposes
- Volunteer to be on a special team (e.g., homeless, CLCW, and sensitive cases)

Training Resources

- [Ethics and Risks: Why They Matter in Project Success*](#)
- [Interpersonal Communication: Communicating with Confidence*](#)
- [Influencing Key Decision Makers*](#)
- [Public Speaking Strategies: Confident Public Speaking*](#)
- [Critical Thinking Essentials: Applying Critical Thinking Skills*](#)

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Grade Range: GS13-GS13

Developmental Experiences

- Prepare statement of the case and supplemental statement of the case to further explain decision
- Identify M21-1MR that apply to a claim
- Apply the rules of evidence and develop a case according to 38 Code of Federal Regulations (CFR) requirements
- Confirm the link between the diagnosis and the stressor in relation to Post Traumatic Stress Disorder (PTSD)
- Mentor new Rating Specialist in the application of the schedule
- Provide guidance to Veterans Service Representatives (VSRs) and Rating Veterans Service Representatives (RVSRs) on further development actions needed to complete a claim
- Update and maintain information on the Veterans Appeals Control and Locator System (VACOLS) and ensure it is complete and correct
- Verify proper power of attorney
- Identify proper level of Special Monthly Compensation (SMC) via SMC calculator
- Prepare decision linking secondary conditions to diabetes or other primary disabilities

Training Resources

- [Interpersonal Communication: Being Approachable*](#)
- [Managing Technical Professionals*](#)
- [Elements of a Cohesive Team*](#)
- [Interpersonal Communication: Communicating with Confidence*](#)
- [Controlling Costs*](#)

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Grade Range: GS12-GS13

Developmental Experiences

- Provide feedback to Veterans Service Representatives on further development actions needed to complete a claim
- Prepare a rating decision that explains complex legal and medical concepts in laymen's terms
- Independently evaluate all evidence of record to produce an accurate rating decision
- Identify any fast letters that apply to a claim
- Update information on VETSNET and ensure it is complete and correct
- Apply the rules of evidence and develop a case according to M21-1MR and 38 CFR requirements
- Confirm the link between the diagnosis and the stressor
- Determine whether the exam of record is sufficient for rating purposes
- Volunteer to be on a special team (e.g., homeless, CLCW, and sensitive cases)

Training Resources

- [Delegation Essentials: The Delegation Process*](#)
- [Developing Self-Sufficient Teams*](#)
- [Cross-functional Team Fundamentals*](#)
- [Ethics and Risks: Why They Matter in Project Success*](#)
- [Developing People*](#)

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Additional Information

This job has positions which range from GS07 to GS13.

As part of the duties that may be performed in this job, an employee:

- **Determines if a C&P examination needs to be ordered for each issue of record**
- **Prepares a rating decision in response to various claims with second signature review**
- **Determines if new and material evidence has been submitted to reopen a claim**