

VR Service Specialist

Purpose of Class: Helps clients achieve employment outcomes through the provision of agreed-upon services; follows established rules, guidelines, practices, and procedures.

Distinguishing Characteristics

Level: First in a series of two

Work Direction Received: Works under general supervision

Direction of Others: None

Scope/Nature of Discretion: Limited/General; performs duties with some/moderate opportunity to exercise independence within broadly-defined policies and procedures

Examples of Duties

Provides client orientation; responds to basic questions about vocational rehabilitation; arranges and schedules community supports, including transportation, housing, and child care.

Assists clients in developing resumes and completing job applications; provides short-term job coaching; provides skill training using standard curriculum and materials; arranges job shadowing experiences and information interviews.

Records basis for extension of time to determine eligibility, basis for termination of VR services for reasons other than ineligibility, and trial work experience periodic assessment plan.

Develops and coordinates community-based evaluations, including on-the-job Evaluation (OJE's) and on-the-job Training (OJT's); plans and provides direct assessment and direct service activities for each client; administers various tests to clients.

Analyzes and synthesizes client medical, demographic, and employment information; analyzes client strengths and barriers; assesses independent living skills; conducts job site analysis; makes appropriate referrals to community resources.

Provides benefit analysis and Employment Success Skills (ESS) training; provides independent living skills training and individualized planning and Individualized Plan for Employment (IPE) development.

Provides information about jobs and their requirements and job development activities to identify employment opportunities; provides job placement assistance, job retention assistance, and Job Seeking Skills (JSS) training.

Examples of Duties (continued)

Participates in client staffings; provides follow-up monitoring with clients relative to college process, job search, Employment Warranty (EW) monitoring, and employment follow-up; conducts initial interviews with clients; and provides career, disability, and personal adjustment counseling.

Participates in VR and NDE committees, work groups, and task forces.

Provides rehabilitation engineering services and technology use training; provides tax credit information and technical assistance to employers; records outcomes of completed direct team activities.

Develops and manages partnerships with employers, referral sources, and schools; develops employer work sites and presents information about VR to community groups; provides disability training to community partners.

Provides transition services to students with disabilities.

Minimum Qualifications

Bachelor's degree in VR or related discipline. Majors in other disciplines may be considered with a minimum of two years of work experience in a professionally related field.

Knowledge and Abilities

Knowledge

- Formats used in written business communications
- English grammar, spelling, and composition needed for correspondence
- Computer software necessary to carry out job responsibilities
- Types and uses of office equipment
- Office management principles, methods, and procedures
- Established policies, procedures, practices of VR Division and NDE

Abilities

- Interact with persons having significant disabilities
- Communicate orally and in writing with agency staff and the public
- Establish and maintain effective working relationships
- Understand, interpret, and apply rules, administrative policies, and program guidelines
- Locate and summarize information from files and documents
- Operate office equipment necessary to perform the required duties
- Maintain the confidential nature of information
- Prepare a variety of internal reports and documents
- Convey technical information to individuals with varying levels of knowledge
- Use computer for various job functions
- Assists clients in developing job goals and plans for employment