

VR Senior Service Specialist

Purpose of Class: Helps clients achieve employment outcomes through provision of agreed-upon services; provides technical services to clients, which requires increased proficiency in the application and provision of services to individuals with significant disabilities.

Distinguishing Characteristics

Level: Second in a series of two

Work Direction Received: Works under general supervision

Direction of Others: Guides/Oversees; may lead in providing work direction

Scope/Nature of Discretion: General discretion; performs duties with 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; 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, individualized planning, and Individualized Plan for Employment (IPE) development.

Provides information about jobs and their requirements and job development activities to identify employment opportunities; and 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; 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.

May provide routine or specialized training to staff.

Provides transition services to students with disabilities.

Minimum Qualifications

Successfully meeting all of the qualifications for VR Service Specialist, with a minimum of two years of experience at the VR Service Specialist level at NDE.

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
- Federal and state laws and regulations affecting job responsibilities
- Organizational structure, functions, goals, policies, and procedures

Abilities

- Interact with persons having significant disabilities
- Communicate orally and in writing with agency 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
- Collect and analyze facts and draw proper conclusions to recommend solutions

Abilities (continued)

- Perform program work with minimal supervision
- Make decisions and solve problems
- Assists clients in developing job goals and plans for employment