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.

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

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.

Maintains regular and reliable attendance.

Minimum Qualifications

Bachelor's degree in Vocational Rehabilitation or a related discipline field or Bachelor's degree in another field and a minimum of two years of work experience related to the essential functions of the position. Majors in other disciplines may be considered with a minimum of two years of work experience in a professionally related field. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

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