

VR Associate

Purpose of Class: Provides clerical support services; duties may vary depending on team assignment.

Distinguishing Characteristics

Level: First in a series of two

Work Direction Received: Works under close supervision

Direction of Others: None

Scope/Nature of Discretion: Limited discretion; performs duties and exercises some independence within well-defined boundaries

Examples of Duties

Provides follow-up monitoring with clients relative to college processes, job search, Employment Warranty (EW), monitoring, and employment follow-up; requests/collects necessary medical, demographic, financial, and employment information; assists clients with application process; provides client orientation.

Maintains confidential staff files and supporting information; processes time sheets and employee expense reports; schedules travel itineraries; files, makes copies, routes information, processes mail, and maintains mailing lists.

Performs receptionist duties; operates and maintains office equipment; may perform technical support for office computer system and provide technical support to new staff members.

Sets up provider accounts; validates and processes bills for payment; prepares authorizations, procures agreed-upon goods and services, and verifies their receipt; works with providers regarding payments.

Collects basic client information and enters the information into QUEST; provides routine case monitoring and follow-up, and schedules appointments; sets up/maintains client QUEST and paper files.

Participates in Vocational Rehabilitation (VR) and NDE committees, work groups, and task forces; participates in client staffings; responds to basic questions about Vocational Rehabilitation; arranges and schedules community supports for clients, including housing, transportation, 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. Provides transition services to students with disabilities.

Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent and one year of experience related to the essential functions of the position. 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
- Types and uses of office equipment
- Computer software necessary to carry out job responsibilities
- Working knowledge of office filing systems, scheduling processes, other office processes, support functions and specialized terminology
- Established policies, procedures, and practices of VR Division and NDE
- Working knowledge of accounting/record keeping principles and practices

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/apply written/oral instructions, 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