

VR Senior Associate

Purpose of Class: Provides clerical support services to assist staff and help clients achieve employment outcomes through the provision of agreed-upon services; duties may vary depending on team assignment; arranges and coordinates team activities, provides instruction to persons with disabilities; performs routine case management activities.

Distinguishing Characteristics

Level: Second in a series of two

Work Direction Received: Works under close/general supervision

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

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

Examples of Duties

Arranges and coordinates team activities and services with other agencies; provides instruction to persons with disabilities and monitors their activities; performs routine case management duties with clients.

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

May perform receptionist duties; orders office supplies; requests cases; operates and maintains office equipment; may perform technical support for office computer system and provide technical support to new staff members; monitors use of state cars and schedules maintenance.

Sets up provider accounts; validates and processes bills for payment; prepares authorizations; procures agreed-upon goods and service, and verifies their receipt; works with providers regarding payment; supports end user in use of financial system.

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

Examples of Duties (continued)

Monitors and ensures the receipt of client information from schools, medical facilities, and other resources; monitors and updates client milestones; prepares routine client letters.

Participates in 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.

May provide routine or specialized training to staff.

Provides transition services to students with disabilities.

Maintains regular and reliable attendance.

Minimum Qualifications

Two years of experience at the VR Associate level at the Nebraska Department of Education.

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, practices of VR Division and NDE
- Organizational structure, mission, and activities of the Agency

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 and apply written and oral instructions, administrative policies, and program guidelines
- Locate and summarize information from files and documents
- Operate office equipment, including computer, to perform the required duties
- Maintain the confidential nature of information
- Prepare a variety of internal reports and documents
- Makes decisions and solves problems
- Understand, interpret, and apply rules, administrative policies, and program guidelines