POSITION SUMMARY

Under the general supervision of the WDA Director or VR Supervisor in the Bureau of Consumer Services (BCS) in the Division of Vocational Rehabilitation (DVR), this position functions in a team environment within the office and WDA and is responsible for coordination of services, collaboration with and education of DVR with stakeholders; program and/or project coordination, and other specialization of tasks related to program development and implementation.

This position also provides oversight and monitoring of programs funded and administered by DVR to insure compliance, efficiency and effective services to people with disabilities as required by federal and state law and contract requirements.

TIME %

15% A. Program, project and service development and coordination within the WDA region and statewide to provide DVR information, oversight and implementation of DVR projects and services for DVR consumers.

- A1. Collaborate in the development and implementation of program and service design, delivery and outcome measures.
- A2. Develop and implement approved program procedures regarding the DVR responsibilities and requirements.
- A3. Collaboratively work and consult with WDA stakeholders to promote successful service/program implementation and understanding of DVR services.
- A4. Respond and provide training and technical assistance to DVR staff and individual program participants, including individuals interested in learning more about services.
- A5. Travel in assigned area for contacting referral sources and prospective consumers.

60% B. Coordination and Case Management to ensure appropriate service provision as authorized by the Rehabilitation Act. Implement an approved Individualized Plan for Employment in coordination with consumer, vendors, Workforce Investment and Community Rehabilitation Partners

- B1. Prioritize and organize time to cover assigned area and manage workload within a team environment.
- B2. Develop and actively pursue collaborative relationships with public and private agencies which may have responsibilities and/or the ability to provide services to individuals with disabilities.
- B3. Work with Financial Aid Offices to ensure agreements are implemented

and consumers are receiving the appropriate training grant allocation.

B4. Record case notes in consumer IRIS case record to document rehabilitation progress.

B5. Complete all necessary service and consumer information, documents and demographic data to comply with federal and state regulations, policies and procedures.

B6. Complete all written and verbal correspondence to consumers, referral sources, service vendors, and others to ensure that all parties are informed of case progress.

B7. Contact DVR Consumers to ensure his/her progress and satisfaction with services and experiences; provide guidance regarding next steps towards vocational goal.

B8. Directly provide and/or coordinate services needed to implement the IPE

15% C. Provide technical assistance, monitoring and programmatic change recommendations for the provision of programs to vocational rehabilitation cases and specialized populations of DVR consumers as identified and required in federal regulation. Specialized populations may include specific age, disability or other identified characteristic.

C1. Assist the WDA Director in conducting program reviews of providers carrying out DVR funded programs, compile and develop recommendations for changes specific to program and regulation compliance issues.

C2. Develop, actively pursue and maintain ongoing working relationships with public and private agencies, which may have responsibilities and/or the ability to provide services to individuals with disabilities.

C3. Provide technical assistance, information and process improvement recommendations to programs offering services to DVR consumers.

C4. Provide training to DVR staff related to program components, referral requirements and services provided to specialized populations.

C5. Enter information as necessary for reporting and program compliance in the DVR case management system.

C6. Assist in the formatting and submission of required documentation by DWD or outside programs.

C7. Develop and compile customized data sets to evaluate goal attainment and implementation effectiveness.

C8. Develop evaluation criteria and reports for DVR administration and collaborating funding agencies

10% D. Perform the validation of services and corresponding fiscal responsibilities. Assure the creation, review, and receipt of purchase orders, direct payments and documents involving non-fiscal casework activities are following state and federal requirements and services are rendered accordingly.

D1. Contact vendors to obtain bills and progress reports due for services rendered to consumers.

D2. Create purchase orders and generate direct payments to consumers.

D3. Monitor and ensure accurate fiscal coding.

D4. Review and confirm payment requirements with consumers and staff and make recommendations to service providers as necessary.

D5. Collect invoices and route for payment.

D6. Provide billing procedures to providers and potential vendors, and resolve payment disputes.

D7. Obtain cost comparisons to obtain the most cost efficient and effective services.

D8. Follow specific purchasing policies and procedures.

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Employee Initials: _____
Date: _____
Supervisor Initials: _____
Date: _____

Knowledge, Skills, & Abilities Required

- Knowledge of physical and mental impairments and their relation to vocational and social adjustment
- Knowledge of the principles, methods and techniques of rehabilitation training
- Knowledge of the community resources available to individuals with disabilities
- Knowledge of federal and state laws, rules, regulations, policies and procedures relating to the vocational rehabilitation program
- Knowledge of comparable benefits available from federal, state and local resources
- Skill in interpreting labor market trends
- Knowledge of American with Disabilities Act as Amended
- Knowledge of the Workforce Innovation and Opportunities Act (WIOA), particularly Title IV (VR)
- Knowledge of rehabilitation technology resources
- Knowledge and skill of Windows operating system use and software tools such as MS Outlook, Word, Access, etc.
- Ability to meet and communicate effectively with people and maintain an effective team based working relationship with staff and public
- Ability to handle multiple tasks and complete projects on short notice
- Ability to resolve problems independently in an effective manner
- Ability to review and audit documents/transactions for compliance with policies and standards.
- Skill in organization of workload and establishing priorities
- Skill in time management techniques
- Skill in data entry, review and analysis of data, policies/procedures, and financial records
- Knowledge of needs of individuals with disabilities.
- Knowledge of technical literature and research utilization.
- Knowledge of current VR service delivery systems.
- Skill in use of VR case management system (IRIS)
- Skills in investigative techniques.
- Skills in oral and written communication.
- Skills in effective teamwork practices
- Ability to develop effective program evaluation methodology

Special Requirements

Frequent travel within the Workforce Development Area with occasional statewide travel.