

POSITION SUMMARY:

The Vocational Rehabilitation Counselor (VRC) is responsible for performing professional vocational rehabilitation counseling as defined in Chapter 457, Wis. State., specific to vocational rehabilitation services. The incumbent is responsible for maintaining professional credentials and licensing. The VRC ensures that appropriate vocational rehabilitation services are provided to the consumer by assessing, evaluating, counseling, and guiding consumers toward attaining vocational adjustment and achieve an employment outcome. The following are the primary vocational rehabilitation responsibilities:

- applying a combination of human development, rehabilitation, psychosocial or psychotherapeutic principles, procedures or services toward assisting the consumer in finding an occupation that best suits them;
- evaluating pertinent information concerning applications for vocational rehabilitation services in order to make an assessment of their needs and interests;
- planning, organizing and implementing a complete rehabilitation program for disabled persons that may include a variety of services, assistive devices and/or training;
- establishing and maintaining cooperative working relationships with external agencies to promote the goals of the vocational rehabilitation program.

The employee in this position receives general supervision. Work is performed in a team service environment allowing for immediate response to consumer questions or concerns and requiring all staff to work together toward the Division’s common goals and to achieve its mission.

Positions may also be assigned special projects or research studies; develop expertise in specialized areas of the rehabilitation process; or act as a mentor to other members of the team.

TIME % **GOALS AND WORKER ACTIVITIES**

- 10%** **A. Development of the counselor/consumer relationship to allow the consumer to learn the roles and responsibilities of the DVR as well as consumer rights and responsibilities as a consumer of services.**
- A1. Work with consumer(s) to assess, identify and interpret functional capacities in order to determine eligibility.
 - A2. Plan and implement a comprehensive assessment identifying individual and/or environmental issues that may impact the consumer's transition to employment.
 - A3. Disclose DVR’s mission, service process, rights and confidentiality limits to consumers.
 - A4. Determine mutual expectations and responsibilities with consumers.
 - A5. Establish rapport, foster mutual respect, facilitate open communication and a positive environment in building and maintaining the counselor-consumer relationship.

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

- A6. Counsel consumer in the identification of available benefits, resources, information and support systems necessary to achieve consumer's vocational goals.
- A7. Facilitate rehabilitation team support from other professionals and employers as appropriate using team-based service delivery methods.
- A8. Ensure consumers understand how services received relate to the DVR process/objective toward self-reliance and service completion.
- A9. Counsel consumer to successfully deal with situations involving conflict resolution and behavior management.

20%

B. Exploration of consumer skills, abilities, capabilities, interests, preferences, resources, strengths and concerns to guide vocational planning and achieve successful vocational outcomes.

- B1. Work with consumer to generate assessment data to describe their assets, limitations and preferences for rehabilitation planning purposes.
- B2. Ensure consumers understand DVR's expectations in the VR process and objective to deliver appropriate services to consumers in a timely manner.
- B3. Use behavioral observations to make inferences about work personality, characteristics and vocational adjustment.
- B4. Share and explore appropriate legislation, policy and other pertinent information with consumer as it relates to the VR process, services, and impacts on vocational goal attainment.
- B5. Guide and counsel consumer in vocational skill development and behavior management or modification.
- B6. Counsel consumer in the utilization of comparable benefits, resources, information and support systems necessary to achieve consumer's vocational goals.
- B7. Provide fair and equal access to services, reflecting respect for and acknowledgement of consumer cultural and diversity issues.
- B8. Provide the professional services necessary for consumer to make effective employment and life-related decisions.
- B9. Consult with other professionals and employers to develop and explore alternatives and opportunities for consumers.
- B10. Research and apply current counseling principles to ensure effective assessment of consumer's qualifications and interests.

10%

C. Development of a solid consumer vocational foundation through vocational rehabilitation planning designed to meet consumer needs and to encourage a growing personal investment in the consumer's future.

- C1. Obtain, interpret and synthesize information from various sources with consumer for the purpose of VR planning and counseling intervention and/or remediation.
- C2. Counsel the consumer towards greater understanding of legislation, policy and other pertinent information as it relates to the VR process, services, and impacts on their vocational goal attainment.

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Date: _____
Supervisor Initials: _____
Date: _____

- C3. Facilitate consumer decision-making and acceptance of personal responsibility in a manner consistent with the individual's culture and beliefs.
- C4. Counsel consumer on the nature of the developmental, disability, and vocational rehabilitation processes involved in the vocational adjustment.
- C5. Counsel the consumer to understand and independently access available benefits, resources, information and support systems necessary to achieve consumer's vocational goals.

25%

D. Empowerment of consumers to function with increasing independence and self determination as experience and new knowledge lead to vocational adjustment and meaningful employment.

- D1. Provide constructive issue-specific feedback to consumer, based on counselor and/or rehabilitation team observations.
- D2. Counsel consumer toward greater self-reliance, self-advocacy and empowerment.
- D3. Guide and counsel consumer in the application of learned vocational skills toward their on-going vocational development.
- D4. Counsel and recommend strategies to assist consumer in overcoming identified and emergent barriers which may impede the rehabilitation process.
- D5. Guide consumers through the job placement process which includes job development and counseling employers as necessary regarding jobs which reflect consumer skills, strengths, interests, abilities, capabilities, concerns, resources and preferences.
- D6. Counsel consumer toward recognition, understanding, and acceptance of service completion and goal achievement.
- D7. Utilization of rehabilitation team support from other professionals and employers as appropriate.

25%

E. Management of consumer caseload in conjunction with case coordinator and other appropriate team members.

- E1. Prioritize and organize time to cover assigned area and manage caseloads within a team environment.
- E 2. Travel in assigned area for the purpose of contacting referral sources and counseling with consumers and prospective consumers.
- E 3. Develop and maintain contacts with agencies that may be able to refer individuals with disabilities to the agency.
- E 4. Contact employers in the area, either by telephone or in person, for the purpose of promoting the job placement of individuals with disabilities and for developing work experiences or on-the-job training programs.
- E 5. Develop, actively pursue and maintain ongoing working relationships with public and private agencies, which may have responsibilities and/or the ability to provide

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

services to individuals with disabilities.

- E 6. Consult with other professionals in the field and in related fields to increase individual knowledge and understanding of the various disabilities, vocational information, legal concerns, and wide range of other information relative to the rehabilitation field.
- E 7. Consult on or handle complex/difficult rehabilitation cases and function as a mentor to other team members.
- E 8. Perform, as directed by the DWD DVR Director or VR Supervisor, special district office projects and research studies and serve in a liaison capacity with other agencies, central office and special committees as they relate to vocational rehabilitation projects.

10%

F. Documentation of all casework activities to ensure compliance with state and federal requirements in conjunction with case coordinator and other appropriate team members.

- F1. Record case notes in consumer's electronic file to maintain record of consumer's rehabilitation progress.
- F 2. Complete all necessary forms, reports and statistical data to comply with federal and state regulations, policies and procedures.
- F 3. Write letters or other necessary correspondence to consumers, referral sources, service vendors, and others to ensure that all parties are informed of case progress.
- F 4. Review management reports, budget reports, and other similar information to review personal performance in relation to previously set goals and objectives.
- F 5. Exercise fiscal responsibility in the delivery of case services in compliance with state and federal requirements.

Employee Initials: _____
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Date: _____

Special Requirement:

A Wisconsin Professional Counselor license is required upon the start of employment in this position.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Career counseling, assessment, and consultation services principles and techniques
- Counseling theories, techniques and applications
- Rehabilitation services and resources
- Case and caseload management principles and methods
- Health care and disability systems
- Medical, functional, and environmental implications of disability
- Physical and mental impairments and their relation to vocational and social adjustment
- Principles, methods, and techniques of rehabilitation training
- Principles, methods, and techniques of vocational rehabilitation counseling
- Community resources available to individuals with disabilities
- Federal and state laws, rules, regulations, policies and procedures relating to Vocational Rehabilitation
- Business/employment opportunities in the Workforce Development Area
- Workforce Investment Act
- Rehabilitation Act and amendments (Title IV of WIA)
- Americans with Disabilities Act
- Computer and adaptive devices for the sensory impaired
- Rehabilitation technology
- Basic principles of Quality Improvement and working with Teams in the workplace

Ability to:

- Effectively interact with a variety of individuals
- Negotiate mutually acceptable agreements
- Resolve conflict effectively
- Work effectively in a team setting
- Travel in assigned geographical area(s)
- Apply organizational and time management technique to every-day workload
- Adjust priorities at a given moment
- Use a personal computer and office software

Skill in:

- Clinical problem-solving
- Interpreting diagnostic and medical evaluation materials
- Effective communications, both orally and in writing
- Juggling daily work demands to meet expectations

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