

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: NEW POSITION EXISTING POSITION UNCLASSIFIED

Agency
Number

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Kansas Department for Children and Families		9. Position No. K00227414		10. Budget Program Number 29305	
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) Vocational Rehabilitation Program Specialist	
3. Division East Region				12. Proposed Class Title	
4. Section Integrated Services		For Use By	13. Allocation		
5. Unit Rehabilitation Services			14. Effective Date		
6. Location (address where employee works) City Topeka County Shawnee			15. By	Approved	
7. (circle appropriate time) <i>Full time X</i> Perm. Inter. Part time Temp. % Regular		Personnel	16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM			Office	17. Audit Date: By: Date: By:	

Position
Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

The VR Program Specialist is advanced caseload management and case coordination work to empower people with disabilities to achieve employment as the avenue to self-sufficiency, independence, inclusion, economic equality, and integration into society. The position serves as the primary contact with vocational rehabilitation (VR) consumers and their service providers to assure timely and professional customer service, delivery of services within policy requirements, and consumer progress/achievement of employment outcomes. The position collects researches and analyzes information to facilitate the VR Counselor's determination of eligibility, approval of Individual Plans for Employment, expenditures, and case closure decisions. The position facilitates consumer participation and informed choice; tracks progress measures; implements interventions as needed; researches service delivery or purchasing options; and maintains documentation in case files and on the Kansas Management Information system.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Jennifer Augustine	Rehabilitation Manager	K0234469

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Jennifer Augustine	Rehabilitation Manager	K0234469

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position carries out its responsibilities within established policies and procedures. Research and analysis is provided to the VR Counselor at key stages in the rehabilitation process, requiring the position to be an effective communicator and have a clear understanding of complex agency policies and federal regulations. Instructions are provided verbally or in writing/media of choice. The position meets regularly with the VR Counselor on case coordination issues and has frequent contact with service providers. The work requires initiative, independent judgment, and accountability. The employee is required to handle many administrative details independently, and to manage a caseload comprised of individuals with various needs and at various stages of their rehabilitation. Therefore, the incumbent in this position must demonstrate the ability to be a self-starter,

organized and able to manage the caseload with limited supervision.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
		<p>In addition to the tasks listed below, this position is expected to:</p> <ul style="list-style-type: none"> • Comply with the Rehabilitation Services (RS) professional conduct expectations. • Demonstrate leadership in carrying out the DCF Mission, Vision and Guiding Principles, and in communicating these values with peers, customers, partners and the general public; • Demonstrate leadership in carrying out and communicating the Goals and Priorities of RS, emphasizing the value of employment, the potential of people with disabilities, the importance of accountability, and the meaningful involvement of people with disabilities, partners, employers and other stakeholders in RS programs, services and activities; • Ensure that each consumer has the necessary information, knowledge and opportunities to make informed decisions throughout the rehabilitation process, including the selection of the vocational objective and needed services. • Identify his/her own personal strengths and developmental needs to increase job performance and long-term career growth; • Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency; • Provide excellent customer service both internally and externally, serving as an advocate for the customer throughout all program areas and lines of business; • Serve as a positive role model, respecting diversity, demonstrating respect, trust, and openness, and communicating in a manner that is courteous, respectful and protects human dignity; • Work cooperatively with peers, staff, customers, community partners and the general public. <p>Requirement of Rehabilitation Services: New Program Specialists are expected to successfully complete New Counselor/Program Specialist Training within nine months of the employment start date in these positions. Successful completion means that all required on-line modules, homework and in-class assignments are successfully completed, and that all quizzes and the comprehensive final exam are completed with a score of 80% or higher. The maximum number of times an individual may take a quiz or final exam is three, and all assignments, quizzes and the final exam must be successfully completed within the nine-month timeframe. Exceptions to these requirements may be waived only by the Director of Rehabilitation Services in the event of extraordinary circumstances.</p>
1. 20%	E	<p><u>Assessment and documentation for the eligibility determination process</u> Conducts in-depth initial interviews with applicants to obtain information regarding medical and family history, social functioning, education, work experience, self-perception, attitudes, financial resources, and vocational interests in order to assess each applicant's employment-related assets and barriers. Works with the client, medical community and vocational assessment experts to obtain appropriate medical, psychological, and vocational diagnostic records needed for eligibility determination. Confers with the VR Counselor as needed to clarify questions or assessments related to eligibility determination. Provides documentation of all records obtained. Writes a comprehensive analysis of the factors necessary to determine eligibility and Order of Selection category to facilitate review and decision-making by the VR Counselor. Monitors the eligibility determination process to ensure that it is completed within 60 days of application.</p>
2. 25%	E	<p><u>Research and planning for the Individual Plan for Employment (IPE)</u> Assists the client and VR Counselor in the essential steps of identifying employment interests and strengths, barriers to employment, the employment goal, and services necessary to achieve the employment goal. This work is done in order to develop and document a preliminary IPE for the review and approval of the client and VR counselor. Assures that prerequisites for entry into specific</p>

		occupations are considered and addressed when identifying potential employment goals. Such prerequisites may include education, experience, licenses, legal requirements, ability to pass drug screening tests, etc. Facilitates access to benefits counseling and labor market information. Assures that the client has opportunities to exercise informed choice. Facilitates the provision of additional assessment services if necessary, for IPE development. Assesses the need for assistive technology and work place supports such as job coaching. May administer assessment tools. Works with the client to write measurable progress steps to assure achievement of the employment outcome. Explains client rights and responsibilities, and reviews agency policies on payment for services with the client and/or representative if appropriate. Works with the client to research comparable benefits. Assures that preliminary plans are consistent with RS policies governing the provision of services. Consults as needed during this development stage with the VR Counselor on the quality and content of preliminary plans. Writes narratives of client contacts and documents or compiles research collected. Collects necessary documentation and develops preliminary Economic Need analysis for review by the Counselor. Writes comprehensive review the IPE development process including justification for recommended goals, services and progress measures to facilitate Counselor decision-making. Monitors the IPE development process to ensure that it is completed within 90 days of eligibility determination.
3. 20%	E	<p><u>Financial accountability</u></p> <p>Enters Service Authorizations in accordance with the IPE for approval by the Counselor. Monitors outstanding authorizations, documents needed cancellation of authorizations when appropriate, and enters cancellation on KMIS for Counselor approval. Collects proof-of-expenditure documentation. Reviews invoices to assure accuracy and provision of services and enters Payment Authorizations on KMIS for approval by the Counselor. Resolves inconsistent information when necessary. Identifies potential costs that may exceed the Counselor's spending authority and develops exception requests under the direction of the Counselor. Applies knowledge of state purchasing policies and procedures to maintain compliance for purchases of prosthetic appliances, adaptive equipment, medical treatment, occupational equipment and tools, maintenance and transportation, tuition and training supplies, home modifications, computer equipment and other planned services.</p>
4. 30%	E	<p><u>Caseload management and service coordination</u></p> <p>Maintains proactive, monthly contact with clients to assure progress toward employment. Routinely reviews IPE progress measures with clients and notifies the Counselor of any barriers to maintaining progress. Recommends case status changes when appropriate. Works with service providers to assure timely provision of services, submission of reports, and progress. Recommends strategies to address barriers to successful completion of the IPE and achievement of employment. Maintains and organizes case file and KMIS documentation in accordance with RS policies. Writes narratives to document client contacts and establish a record of client progress and opportunities for clients to exercise informed choice. Develops rationale and required documentation for case closure recommendations to the Counselor. Documents client participation in the closure decision and client notification of appeal rights. The RS Program Administrator and or manager review cases at least quarterly for compliance with policies and procedures.</p>
6. 5%	E	<p><u>Community Outreach</u></p> <p>Explains agency services, eligibility guidelines, and client's rights and responsibilities to applicants, interested individuals and referral sources, including public schools. May participate in Individual Education Plan meetings for transition youth with disabilities.</p> <p>VR Counselors provide routine guidance and feedback. The RS Program Administrator and/or Rehabilitation Manager review progress at least quarterly for compliance with policies and procedures and client satisfaction.</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- Minimal property damage, minor injury, minor disruption of the flow of work.
- Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- Major program failure, major property loss, or serious injury or incapacitation.
- Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

The nature of the work requires daily contact with the public and other agencies in meeting the needs of clients and to maintain goodwill. Frequent and continuing contacts are made with regional Counselors and Administrators to discuss client cases, and state and federal policies and regulations.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves normal everyday hazards or discomforts typical of offices, meeting and training rooms. Occasional hazards, risks, or discomforts typical of personal or telephone contact with abusive or hostile clientele. Comfortable levels of temperature, ventilation, lighting, and sound are inherent in the work environment. The likelihood of injury is remote.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

State vehicle frequently used in field contacts.
Personal computer used daily to meet paperwork demands.
Calculator used daily to monitor fiscal resources.
Telephone used daily to communicate with staff and others.
Copy machine used daily to maintain paper case files.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Effective November 1, 2016 and in accordance with federal regulations and State Plan requirements, the preferred qualifications are:

A bachelor's degree in a field of study reasonably related to vocational rehabilitation, indicating a level of competency and skill demonstrating basic preparation in a field of study such as vocational rehabilitation counseling, social work, psychology, disability studies, business administration, human resources, special education, supported employment, customized employment, economics, or another field that reasonably prepares individuals to work with consumers and employers; and

Demonstrated paid or unpaid experience, for not less than one year, consisting of:

- * Direct work with individuals with disabilities in a setting such as an independent living center;
- * Direct service or advocacy activities that provide such individual with experience and skills in working with individuals with disabilities; or

* Direct experience in competitive integrated employment environments as an employer, as a small business owner or operator, or in self-employment, or other experience in human resources or recruitment, or experience in supervising employees, training, or other activities

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

This work generally requires light physical exertion. The employee may be required to perform handling activities of lightweight or easily moved items (Le. books, file folders, files, etc.); perform moving activities for brief periods; operate light equipment; and perform repetitive motion for periods of time.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date