



VOCATIONAL REHABILITATION TECHNICIAN

Office of Higher Education

Department of Education & Workforce Development

Reports To: Higher Education & Workforce Development Manager

Salary/Hourly Range: 27

FLSA Status: NON-EXEMPT; Full-Time, Part-Time, Temporary

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 12/29/2016

INTRODUCTION

Under the supervision and with guidance and training from the Higher Education Manager and Vocational Rehabilitation Counselor(s), the Vocational Rehabilitation Technician provides para-professional support to the counselor(s). This position is responsible for conducting personal interviews and determining eligibility for services under the Vocational Rehabilitation Program and the recordkeeping and processing of vocational rehabilitation client services. The incumbent performs duties of moderate difficulty and complexity requiring working knowledge in interviewing, records management and applicable tribal, state and federal policies & procedures.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive).

1. Disseminates eligibility requirements and information on services provided under the DOE & WD programs through literature, brochures, one-to-one interactions, etc.
2. Recruits potential clients who may be in need of services; and establishes networks and linkages with other service agencies.
3. Conducts and schedules program orientations to interested individual(s) on all aspects of available services; refers individuals ineligible for program services or who cannot effectively be assisted to other service providers.
4. Administers, monitors, and scores vocational assessment and exploration devices.
5. Schedules and conducts intake interviews (pre-assessment) to gather client social, education, medical history, financial, etc. to determine eligibility/delivery of services; obtains signatures on intake and other required forms; ensures client documentation is accurate and complete upon application.
6. Establishes individual student files; upon completion of student files, forwards and reviews recommendations; upon final recommendation, informs student via letter.
7. Establish and maintains an automated client database, tracking system, and develops and maintains a confidential automated filing system of client applications and roster of applications received for each reporting period utilizing the database system and other pertinent information to verify eligibility for program in order to compile statistical reports, etc.
8. Prepares and maintains client files in accordance with established protocol and confidentiality requirements; monitors and updates records, i.e., enrollment, assessments, discharges, withdrawals, etc.; and assures compliance with program reporting requirements.
9. Extracts data for use in preparing required statistical & demographic reports to the funding agency such as quarterly, semi-annual, annual and special reports and submits to supervisor and funding agencies; and provides monthly client/student reports.
10. Participates in case management meetings to share information for case reviews and to contribute innovative approaches for quality services.
11. Researches information on local and regional labor markets, occupations, and assistive technology in order to provide information on occupational choices to clients.
12. Complies with financial procedures to correspond with required changes in accordance with, Tribal, State, and Federal requirements.

13. Assists in monitoring and implementing program/office goals and objectives; and maintains records of required progress reports and documents for audit purposes.
14. Reports suspected child abuse cases in written form to the appropriate responsible agency(ies).
15. Performs other related duties as assigned to achieve department/program goals and objectives.

PERSONAL CONTACTS

Contacts are with employees within/outside the immediate work area, participants, related service agencies/providers and the general public. The purpose of these contacts is to exchange factual information, provide assistance, coordinate services and establish a network of resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

The work is mostly sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. The incumbent may be exposed to stress when interacting with persons who are experiencing socio-economic difficulties and personal problems. The incumbent will be required to lift objects in excess of 20 lbs. Travel on and off the reservation is required.

MINIMUM QUALIFICATIONS

1. Required Education, Training and Experience:

Education: Two (2) years post high school education in Human Services, Special Education, or related fields;

AND

Experience: Two (2) year's work experience performing administrative duties in a human services agency which includes interacting with clients to gather information;

OR

Any equivalent combination of Education, Training and Experience, which demonstrates the abilities to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

Knowledge:

- Proficient understanding of Vocational Rehabilitation issues relating to the Hopi reservation and resources;
- Knowledge of Vocational Rehabilitation counseling techniques and practices; medical and psychological aspects of disabilities; job placement;
- Exceptional knowledge of eligibility determination process and requirements;
- Proficient knowledge of federal, state and tribal regulations of vocational rehabilitation programs;
- Exceptional interviewing methods and techniques to obtain sensitive and personal information from clientele;
- Good knowledge of record keeping and records management;
- Proficient knowledge of community and social service agencies and referral process for services.

Skills:

- Good verbal and written communication skills to compose correspondence, reports, letters, etc., and give public presentations to small and large groups of people;
- Skill in handling difficult and stressful situations in a professional manner;
- Skill in operating basic office machines/equipment, i.e., computers, fax & copier machines, and applicable computer software.

Abilities:

- Ability to plan and organize work effectively and efficiently;
- Ability to collect statistical data, conducts independent reports, develop logical and practical plans and write technical reports;
- Ability to analyze and interpret federal, state and tribal rules and regulations, policies, procedures, technical information and data;
- Ability to obtain and maintain strict confidentiality of client information and records;
- Ability to establish and maintain positive professional working relationships with others.

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
3. Must complete and maintain annual immunization and physical wellness exams.
4. Must be able to pass mandatory and random drug & alcohol screening.
5. Knowledge of screening and referral services for adults/high school students with special needs.
6. Knowledge of special needs laws and requirements.
7. Must not have any felony convictions.
8. Must not have been convicted of misdemeanors at the local, state, or federal level within the past twelve (12) months of application.

DESIRED REQUIREMENTS

1. Bachelor's Degree in Special Education.
2. Speak and understand the Hopi and/or Tewa Languages.