

REHABILITATION SERVICES ASSOCIATE**Nature of Work:**

For Rehabilitation Services, under general supervision, performs work at the full-performance level by providing technical and/or programmatic assistance to staff, participants, and other user entities of a component of a statewide program or major technical area specific to or characteristic of the Division of Rehabilitation Services. In the area of rehabilitation services delivery, functions as a paraprofessional assisting rehabilitation counselors in a variety of casework duties and direct client services. Uses independent judgment to assist with the development of casework throughout the entire process in order to relieve the rehabilitation counselor of complex and technical detail. Helps assure compliance with laws and regulations governing the program or technical area. Assists in establishing and maintaining operational procedures. Uses independent judgment to determine approaches to operational problems. Exercises latitude in varying methods and procedures within the parameters of program or technical area guidelines. May assign and review the work of clerical staff. This class may also be used as the entry or beginning level of the professional Rehabilitation Services Specialist series. Travel throughout assigned area is required. Performs related work as required.

For the Disability Determination Section:

Under general supervision, performs work at the full performance level by providing technical and programmatic assistance to disability evaluation specialists and other staff in the development, documentation, and adjudication of Social Security Disability and Supplemental Security Insurance applications under the Social Security Administration Title II and XVI programs. Functions as a paraprofessional assisting adjudication staff in a variety of casework duties and various claimant services. Uses independent judgment to assist with the development of casework throughout the entire process in order to relieve adjudication specialists of complex and technical details. Helps assure compliance with laws, regulations, and agency policies governing the program or technical areas as well in establishing and maintaining operational casework procedures. Exercises latitude and independent judgment in approaches to operational problems. Within the parameters of program and technical area guidelines, exercises varying methods to achieve casework objectives. Performs related work as required.

Distinguishing Characteristics:

The Rehabilitation Services Associate is distinguished from the Rehabilitation Services Specialist and the Rehabilitation Counselor by the absence of complex analysis and interpretation. Problems are typically procedural or operational in nature and resolutions are derived from among more standard precedent. Work at this level typically contains clerical duties and is done in conjunction with Rehabilitation programs or services. If used as an entry or beginning level class, work is characterized by more direct supervision and a training and developmental nature.

REHABILITATION SERVICES ASSOCIATE (CONT'D)**Distinguishing Characteristics: (Cont'd)**

For DDS the Rehabilitation Services Associate is distinguished from Disability Evaluation Specialists by the absence of complex analysis, interpretation, and disability decision making. Problems are typically procedural and operational in nature. Resolutions are derived from policy and procedural guidance. This position provides assistance in preparing cases for adjudication, but is not involved in the final disability determination. Distinguished from other clerical positions by the level of responsibility, latitude exercised in independent judgment and actions, direct contact and work with a wide range of disability applicants and evidence sources. Has full access to disability computer operation applications to perform and document case actions. This position typically includes clerical duties and is done in conjunction with disability programs.

NOTE: Promotion from the class may occur only if and when the job duties and responsibilities change significantly enough to make a higher level classification more appropriate.

Essential Job Functions - Rehabilitation Services: (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

Greets clients and explains services available.

Develops new client referrals, explains agency's program to prospective clients and completes all aspects of the application process.

Prepares casework in the diagnostic phase; initiates vocational diagnostic interviews; arranges preliminary diagnostic studies.

Administers vocational tests.

Assists with the development of client Individual Employment Plans (IEP).

Maintains progress of the IEP and services through home visits and employer contacts.

Coordinates service delivery with other partners within the One Stop Shop Workforce initiative.

Assists with job placement.

Makes presentations and promotes agency services to the community, physicians, schools and employers.

Composes correspondence and prepares authorizations for service.

Develops new or updates existing forms, paper and/or electronic, to facilitate operations.

Sets up and maintains paper and electronic files; inputs data into Electronic case Management (ECM) and fiscal systems (CAPS).

Reviews forms for completeness and compliance.

Compiles information and prepares statistical and narrative reports; reviews data for inclusion in reports.

Talks with state, federal, and local program participants, or technical area personnel, to explain procedural changes, clarify guidelines, and answer general questions.

REHABILITATION SERVICES ASSOCIATE (CONT'D)

Essential Job Functions - Rehabilitation Services: (Cont'd)

Monitors procedures for effectiveness and efficiency.

Advises program participants and/or other staff on changes in operational and procedural policies, regulations, and guidelines, and answers questions regarding those changes.

Essential Job Functions - Disability Determination Services: (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

Develops initial, reconsideration, and Continuing Disability Review cases.

Contacts with claimants and evidence sources to obtain impairment documentation; performs phone follow-ups, reminder calls, and phone case development.

Communicates evidence sources to resolve case documentation conflicts.

Reviews cases and performs necessary case actions.

Recommends case actions to Disability Evaluation Specialists - Presumptive Disabilities, Consultative Evaluations, etc.

Answers phone, resolves complaints, provides information.

Operates personal computer, enters case actions.

Operates other office equipment - fax, copier, etc.

Receives, sorts, and distributes incoming and outgoing mail.

Assists new examiners and others as required.

Sets up and maintains electronic file to assist casework.

Reviews cases for technical completeness and compliance.

Compiles casework and management information reports.

Monitors procedures for effectiveness and efficiency.

Advises staff of changes in operational policies or procedures.

May provide phone coverage for examiner or cover caseload for short periods.

Knowledge, Skills and Abilities - Rehabilitation Services

Knowledge of or ability to learn rules, regulations, policies, and procedures of the Division of Rehabilitation Services.

Knowledge of or ability to learn federal and state regulations, laws, and statutes governing program or technical area.

Knowledge of the psychological and social problems of the disabled.

Knowledge of general office procedures.

Ability to collect and compile accurate information.

Ability to use the ONET and Standard Occupational Titles (SOC).

Ability to interact and develop resources at the community level.

Ability to determine how changes effect area of assignment.

Ability to perform basic arithmetic and clerical-related tasks.

Ability to communicate well, both orally and in writing.

Knowledge, Skills, and Abilities - Disability Determination Services:

Knowledge of or ability to learn medical material, rules, regulations, policies, procedures of Social Security Administration disability program and Disability Determination Services.

REHABILITATION SERVICES ASSOCIATE (CONT'D)

Knowledge, Skills, and Abilities - Disability Determination Services: (Cont'd)

Knowledge of medical and vocational documentation requirements.

Knowledge of casework operating system.

Knowledge of general Disability Determination Services office procedures.

Knowledge of Listing of Impairments, vocational issues, relevant Program Operations Manuals.

Ability to collect and compile accurate, timely case file evidence.

Ability to understand and interpret medical, psychological, and vocational evidence.

Ability to use Dictionary of Occupational Title resource tools.

Ability to interact effectively with staff, claimants, and evidence resources.

Ability to communicate well, both orally and in writing.

Ability to operate and perform in electronic case environment.

Ability to perform basic arithmetic and clerical-related tasks.

Minimum Qualifications:

For positions in Rehabilitation Services:

Training: Graduation from a standard high school or the equivalent.

Experience: Four years of full-time or equivalent part-time paid experience in paraprofessional or responsible clerical office support work which required familiarity with casework procedures and delivery of direct client services in a state vocational rehabilitation services agency OR Four years of full-time or equivalent part-time paid experience in paraprofessional or responsible clerical office support work at a level consistent with the work performed by Office Assistant 3 which required application of state and federal laws and/or guidelines.

Substitution: Bachelor's degree from a regionally accredited four-year college or university may be substituted for the required experience.

Special Requirement: A valid driver's license is required.

For positions in Disability Determination Services:

Training: Graduation from a standard high school or equivalent.

Experience: Four years of full time or equivalent part time paid experience in paraprofessional or responsible clerical office support work which required familiarity with casework procedures and delivery of direct claimant services in a state Disability Determination Service OR four years of full time or equivalent part time paid experience in paraprofessional or responsible clerical office support work at a level consistent with work performed by Office Assistant 3 which required application of state or federal laws and/or guidelines.

Substitution: Bachelor's degree from a regionally accredited four-year college or university may be substituted for the required experience.

Established: 7/16/1992

Revised: 6/26/2000, 5/29/09

Effective: 5/29/09