

**STATE OF ARIZONA JOB CODE SPECIFICATION**

<b>FLSA:</b>	<b>NEXP</b>	<b>Job Code:</b>	<b>ACV38444</b>
<b>Job Class Code:</b>	<b>770</b>	<b>Salary Schedule:</b>	<b>ASRRREHAB</b>
<b>EEO Category:</b>	<b>02</b>	<b>Grade:</b>	<b>18A</b>
<b>Workers Comp Code:</b>	<b>8835</b>		

<b>Job Code Established:</b>	<b>01/01/85</b>	<b>Effective Date:</b>	
<b>Job Code Revised:</b>	<b>09/02/00</b>	<b>Effective Date:</b>	

**JOB CODE SERIES:** Rehabilitation Programs Series

**JOB CODE TITLE:** REHABILITATION PROGRAM REPRESENTATIVE

**HRIS TITLE:** REHABILITATION PRG REP

**CHARACTERISTICS OF THE CLASS:** Works under direction of Program Manager/program supervisor, who may be out-of-district, exercising considerable independence and discretionary judgment within policies and procedures established for the work system. May perform the work of a supervisor, as needed. Has the authority to make decisions on assessment information obtained, applicant eligibility, allocation and disbursement of funds, services contracted, plan development and implementation, Individual Written Rehabilitation Plans (IWRP) and case closures may require review by superior. Represents the rehabilitation program in the community of residence and nearby locale; provides rehabilitation services to disabled eligible person; interviews applicants; collects/orders medical/psychological/vocational assessments; evaluates data as it pertains to employability/independent living; determines eligibility; develops rehabilitation plans with client involvement; contracts and commits funds for services; counsels clients; monitors client progress; utilizes the agency automated information system; maintains current knowledge of assistive technology and labor market trends; provides information, public relations, training and technical assistance to other staff, community groups, organizations and employers; serves on special agency task forces and performs special assignments for the administrator and/or Program Manager.

Work product consists of successfully rehabilitated individuals with severe disabilities; interviewed applicants; evaluated data; assessment documentation; purchases services and products; eligibility determinations; plans, case notes, records, reports, MIS documentation; empowered and counseled clients; clients placed in employment situations and/or functioning independently in their communities; increased appropriate referrals through outreach and information provided to clients, service providers, community representatives, advocates and employers; products/recommendations from agency work groups; knowledgeable staff, individuals and groups as a result of training and technical assistance. Responsible for the quality of work products, accurate and timely completion of work processes, representation of program to an assigned locale, provision of training, technical assistance and consultation.

**EXAMPLES OF DUTIES:** Confers with community representatives, other agency personnel and business representatives at frequent intervals regarding all aspects of services; serves as program representative for a specific locale. Attends meetings of community organizations, inter/intra agency task forces or ad hoc groups; provides leadership, gives and receives information, provides training and technical assistance. Interviews applicants for services, informs clients of rights and responsibilities and describes the rehabilitation services program. Collects or arranges for medical, psychological and/or other examinations, as appropriate; reviews and analyzes data to determine eligibility for services. Provides extensive counseling of a supportive nature to enhance clients' understanding of their disability and to elicit their participation in the development and implementation of a plan of service. Participates as a member of a team with public and private agencies, institutions and community groups to achieve work system objectives. Facilitates problem solving and decision making processes in coordination with client, using knowledge of rehabilitation, which results in the development of the individualized written rehabilitation plan (IWRP).

Provides caseload management, including authorization of services, monitoring client progress, fiscal management and data input into agency automated information system. Provides employer services which address their employment needs and which provide job opportunities for clients. Informs clients of available resources in the community that will provide additional assistance in terms of support,

rehabilitation and independent living services. Confers with other staff members, specialists, consultants and members of the rehabilitation team, planning and determining courses of actions and reviewing client progress, as outlined in the IWRP. Writes reports detailing client progress and case actions taken; documents basis for decision making. Explains agency policies, procedures and practices to applicants, clients, representatives of other agencies or outside individuals or groups. Provides training and technical assistance to staff and/or individuals in the community. Participates in development and negotiation of cooperative arrangements, programs or activities between/among agencies at different levels of government, or between public and private agencies, in order to advance common interest. Monitors service contracts with community rehabilitation programs. Confers with practitioners and technical experts in a variety of specialty fields, in order to broaden knowledge, acquire specific information, or to give or obtain advice or consultation. Consults policies and procedures manual(s) in order to ensure that actions to be taken are in keeping with laws and regulations. Attends professional seminars, meetings, conferences and training to ensure knowledge of current laws, regulations and current practices and trends in the field of rehabilitation. Performs special assignments and related works as required.

**WORK CONDITIONS:** May serve as the program representative for a designated rural area with limited service resources; may work with the most severely disabled individuals with multiple, complex service needs; handles heavy workload combining client services with training and technical assistance services both within the agency and in the community; works under specified qualitative and quantitative case closure standards; may require frequent travel.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:** Federal and State laws, statutes, rules and regulations governing the provision of rehabilitation services to disabled persons; principles and practices of vocational rehabilitation and independent living; functional limitations imposed by a variety of disabling conditions; community resources available and integration of services; budgeting, procurement and case documentation requirements; supportive counseling techniques to enhance client's understanding of his/her disability; qualifications and requirements for a wide range of occupations and labor market trends in the community; information gathering, decision making, problem solving, presentation techniques, group processes and team building; policies and procedures established for the work system.

**Skill/Ability to:** interview to elicit information; counsel disabled person to provide information, resolve problems motivate and achieve predicted outcomes while protecting the confidentiality and rights of the individual; interpret, analyze and evaluate medical/psychological/vocational data; observe and interpret behavior as it impacts potential employment and/or independent living; manage cases in an automated information system environment; solve problems and make decisions; communicate verbally and in writing; establish and maintain work relationships with disabled persons, service providers, advocates, consultants and employers.