DEPARTMENT of REHABILITATION
Employment, Independence & Equality

DUTY STATEMENT

Classification: Analyst I
Job Title: Service Coordinator
Name:
Position Number: 813-250-5157-XXX
Reports to: Supervisor I
FLSA Status: WWG 2
Division: VRED/Golden Gate Silicon Valley District
Location: Location
Primary Assignment: Provide, arrange, coordinate, and monitor DOR services to DOR consumers, including students with disabilities.

Job Objectives

Under the supervision of the Supervisor I, Team Manager, in the Vocational Rehabilitation Employment Division/Specialized Services Division, the Analyst I, Service Coordinator (SC) provides a range of analytical support in planning, arranging, coordinating, and monitoring vocational rehabilitation services. This may include services for DOR Student Services (DOR SS) for Potentially Eligible (PE) students and eligible students with disabilities, ages 16 through 21, to help them achieve employment, live independently, and integrate fully into their communities. The SC works collaboratively with program units and supervisors across the district to support these goals.

The Department of Rehabilitation is responsible for the service delivery of the Federal Title I Vocational Rehabilitation Services Program, which assists eligible individuals, including PE and eligible students with disabilities, in achieving their employment goals. This is accomplished by providing DOR SS, as well as training, assistive technology, supported

employment, customized employment, and job placement support. District staff also conduct eligibility determinations, prioritize services for applicants, and offer direct post-employment services to individuals who secure employment through DOR services.

Note: Due to the nature of work and work location (work is often performed in a secondary-school setting), background checks may be required. These may be performed either by the assigned school/school district or by DOR.

Essential Job Functions

The incumbent must complete the following with or without reasonable accommodation: communicate effectively in a professional, tactful, respectful manner with individuals from varied experiences, perspectives and backgrounds, by telephone, email and other technologies as well as in-person; provide excellent customer service to both internal and external customers; ensure the timely completion of assignments; attempt to resolve individual concern at the lowest possible level; offer other dispute resolution options, and elevate to next level if needed; use initiative, problem solving skills, organizational skills, good judgment, and resourcefulness. The specific essential functions are:

45% The SC assesses a range of information, including medical, psychological, educational, social, rehabilitation technology, and employment data, to prepare recommendations for the Senior Vocational Rehabilitation Counselor, Qualified Rehabilitation Professional (QRP) to guide the development of an Individualized Plan for Employment (IPE). The SC also analyzes and prepares recommendations for training or placement plans focused on achieving gainful employment. Upon approval by the QRP, the SC implements the IPE's course of action, coordinates VR service activities, interviews applicants and/or their representatives, provides information for referrals, and identifies comparable benefits and financial contributions relevant to each consumer’s vocational rehabilitation program.

The SC may directly provide or arrange the five DOR Student Services, performing coordination activities on behalf of specific students or groups of students with disabilities. These services

include job exploration counseling, work-based learning experiences, counseling on post-secondary training and educational opportunities, workplace readiness training, and instruction in self-advocacy. The SC collects, reviews, analyzes, and researches information to facilitate student participation in DOR SS and, when applicable, their Vocational Rehabilitation (VR) program, in alignment with the individual's strengths, priorities, concerns, abilities, interests, and informed choice. This role may require in-person presence at school sites and partner locations.

40% Independently, the SC coordinates with schools, either in person or virtually, establishes a foundation for collaboration and ensures the provision of DOR SS. The SC attends individualized education program (IEP) and individual program plan (IPP) meetings, when invited, and works with workforce partners, including businesses, America’s Job Centers of California, and local workforce development boards, to create work and work-based learning opportunities for students with disabilities.

The SC also communicates with family members, guardians, schools, and other community referral and service resources to arrange and implement the delivery of DOR Student Services. Additionally, the SC collects, reviews, analyzes, and researches information related to case activities to support assessments for eligibility, service priority determination, re-evaluations, Individualized Plans for Employment (IPE), and case closures by the QRP. The SC maintains necessary documentation in compliance with federal and state guidelines to assist the QRP in decision-making and service delivery and is prepared to explain any decisions based on the information collected. The SC also provides information to consumers and partnership agencies, including businesses, employers, and representatives from public and private organizations, as needed.

10% The SC develops, maintains, and records essential service documentation in the electronic tracking system, ensuring accurate tracking of time spent providing or arranging DOR SS, coordinating allowable activities, and documenting authorized activities, including travel time. The SC coordinates and arranges consumer services and

assessments, ensuring that referral packages are complete and all necessary background materials are delivered to the service provider. Additionally, the SC conducts interviews, either in person or virtually, and collaborates with departmental staff, employers, and other stakeholders to exchange information, ensuring federal and state compliance in the provision of VR services. The SC also advises and assists consumers in applying for services from other partnership agencies where they may be eligible.

Travel:

Up to 5% travel may be required to attend forums, conferences, trainings, meetings, or perform outreach and recruitment efforts.

Marginal Job Functions

5% Provides support and back-up coverage to team members, when necessary, for operational needs. Performs other duties as assigned to enable continuous support and completion of functions that further the mission of DOR.

Work Environment and Physical Requirements

The majority of the work will take place in one of the following locations: a DOR open office setting in a cubicle environment, offsite in the community, at events and various partner locations, and/or at an approved alternate work location. The incumbent must have the ability to work in an office setting for up to 40 hours per week and remain at a workstation for extended periods while utilizing a personal computer, peripherals, and other office equipment with or without accommodation. Strong interpersonal skills are required to interact effectively with consumers, the public, colleagues, and other stakeholders.

Equal Employment Opportunity:

It is the policy of the Department of Rehabilitation to provide equal employment opportunity to all employees and applicants in compliance with FEHA and ADA (where it would result in broader protection of the civil rights of an applicant or employee with a disability); that employees have the right to work in an environment free from discrimination; that consumers

have the right to receive services free from discrimination in compliance with local, state, and federal laws. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.

Acknowledgement

I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations.

_____ _____

(Employee's Name) **Date**

_____ _____

(Supervisor's Name and Title) **Date**

Original: Employee's Official Personnel File
Copies: Employee and Supervisor's drop file