

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form as accurately as you can as the position description is used to determine the proper classification of the position.

2.Employee's Name (Last, First, M.I.)	8.Department/Agency
	Department of Labor and Economic Opportunity- LEO
3.Employee Identification Number	9.Bureau (Institution, Board, or Commission)
	Bureau of Services for Blind Persons
4.Civil Service Position Code Description	10.Division
Rehabilitation Services Coordinator-E	Training Center
5.Working Title (What the agency calls the position)	11.Section
Support Services Coordinator	
6.Name and Position Code Description of Direct Supervisor	12.Unit
Eric Hendershot, Departmental Manager 13	
7.Name and Position Code Description of Second Level Supervisor	13.Work Location (City and Address)/Hours of Work
Juan F. Ortiz, State Division Administrator-17	1541 Oakland Dr. Kalamazoo, MI 49008 3pm-11pm with rotating weekends. *Shifts to potentially adjust with training center operational needs.
14. General Summary of Function/Purpose of Position	

This position is responsible for the oversight of the residential facilities at the Bureau of Services for Blind Persons Training Center (BSBPTC). The position is also responsible for monitoring accommodation services, class scheduling, converting schedules in various accessible formats, ensuring all services rendered support the participant's achievement of his/her vocational, transitional, and independent living goals. Responsible for building security, monitoring security cameras, emergency preparedness and enforcement of established behavioral rules and procedures. Reinforces the skills of blindness acquired by participants/students and use of those skills during non-class hours. Responsible for data entry, tracking, and gathering of current, future, and past participants.

Employees working in this position are often the single staff member available during off hours, maintaining the security of the Training Center and the safety of all minor and adult participants at the Bureau of Services for Blind Persons Training Center (BSBPTC). This employee responds appropriately to emergency situations as they arise, responding under established policies and procedures and assists with personal needs and issues that may arise. This person assists participants and students in developing a positive attitude about their vision impairment and their ability to achieve established goals, ultimately leading to employment and/or independence, improving the quality of life. The Training Center is a 24/7 residential facility.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1

% of Time 55

Oversee the operation of the residential facilities in the Training Center.

Individual tasks related to the duty.

- Maintain inventory of equipment and supplies issued on loan to participants & students, including but not limited to audio players, alarm clocks, adaptive devices, reading lights, linens, other electronics, etc.
- Functions as an active member of the essential staff team.
- Check in new participants & students arriving for training, providing them with all relevant BSBPTC information in accessible formats; complete health history documentation, and run their items through the heat tent.
- Assist with participant departures, checking dorm rooms, collecting scan access card, and dorm room key.
- In a team atmosphere, assist in the organization of electronic files pertinent to the Support Services Unit, which may require periodic or regular updating.
- Is aware of and tracks participant in training whereabouts for safety and wellbeing.
- Assists in carrying out rehabilitation programming and activities for students such as development of social skills, development of daily living skills, reality orientation, recreational skills, job seeking, resume writing, interviewing skills, and encourage students to apply material learned while at the center.
- Performs safety and housekeeping assignments as necessary such as spot cleaning, cleaning spills, making safety rounds, reporting unsafe furniture or equipment, etc.

- Discusses participant behavior and responds to vocational/independent living goals with training center team members which may include counselors, teachers, and administrative staff.
- Assist participants in complying with personal care responsibilities such as hygiene, self-administering medication, etc.
- Prepares text materials in appropriate teaching format, such as braille, large print, audio, etc.
- Maintains a working knowledge of devices for supporting independent health maintenance skills i.e., talking blood glucose monitors, insulin measuring devices, etc.
- Provides documented information on participant's progress or problem areas as warranted.
- Tracks planning, progress and departure reports due dates for each class and instructor.
- Utilizes the participant electronic case management tool to review participant electronic case record and/or may update participant electronic case record when appropriate.
- Assists with completing participant case reviews.
- Maintains and reports accurate account of time and coding on timesheets.
- In conjunction with the training center referral team, this position may assist in gathering educational, social, medical, psychological, and vocational data from the participant, family, and community vocational programs for the Referral Team to review. In addition, may follow up with the rehabilitation counselor until the requested information has been received.
- Serves as the person for gathering reports, or official case records, and uploads them to the Case Management System.
- Responsible for completing participant schedules and oversight of scheduling tool.
- Assists in the development of weekly participant/instructor training schedules.

- Participates in one BSBP Mini Adjustment program each year, which may be located outside of Kalamazoo County.
- Responsible for completing outreach calls, providing information to new BSBP customers and potential BSBPTC participants.

Duty 2

General Summary of Duty 2

% of Time 20

Assists participants with their daily living skills and skills acquired during training.

Individual tasks related to the duty.

- Maintains a working knowledge of skills of blindness so participants can be encouraged to use appropriate skills as needed.
- May be the primary or backup person completing room inspections.
- Provides personal care overview and supplemental instructions in routine activities of daily living, such as laundry, cleaning, personal care (bathing, hair care, nail care, shaving, dressing) etc. with the goal of independence.
- Provide or reinforce instruction in the use of alternative devices needed by participants such as glucometers, vibrating alarm clocks, blood pressure monitors, talking or Braille watches, etc. Helps students read and fill out documents and forms, such as job applications and those required by the government.
- When needed, addresses participant's personal needs and issues.
- Provides white canes to incoming participants when necessary.
- Ensure compliance with constant cane use requirement.
- Provides evening access to classrooms and/or computers when appropriate and monitors participant's use of the facility.
- Assist with and plan extracurricular activities and community social events for participants.
- Provide participant census data to Administration daily.
- Acts as contingency backup assistance for staffing needs arising in the dietary, housekeeping, or administrative departments.

Duty 3

General Summary of Duty 3

% of Time 15

Maintains the security of the building and the general safety of the participants. Responds appropriately to emergency situations as they arise.

Individual tasks related to the duty.

- Is a member of a team that provides 24/7 staffing for the residential Training Center.
- Responds to such emergency situations as on-site injuries and illnesses by taking appropriate measures as needed and notifying the appropriate medical responders as well as administrators.
- Make regular security checks of the building and grounds at minimum twice per shift to ensure that no problems exist, logging checks appropriately.
- Assist in controlling aggressive or disruptive behavior, utilizing de-escalation techniques.
- Observes and monitors movement and activities of students in the facility through in-person interactions and surveillance cameras.
- Responds to emergency situations such as fire alarms and tornado warnings by taking appropriate measures as needed.
- Maintains hallways barrier free during shifts and communicates with maintenance personnel of potential trip hazards.
- Documents all events and issues.
- Assist Maintenance with conducting emergency evacuation drills during non-business hours and tracks total time required for building exodus.
- Address participant violations of any rules, guidelines, etc. and initiate corrective action when necessary.
- Maintains a list of participants who would require extra help during emergency evacuations. This list is posted in 4 locations throughout the building and is utilized in emergency situations.
- Monitors weather conditions and notifies maintenance personnel if there is a need for snow removal.

- Maintains regular communication with Training Center administration, counselors, and teaching staff regarding all aspects of residential life.

Duty 4

General Summary of Duty 4

% of Time 10

Other duties as assigned

Individual tasks related to the duty.

- Assigned tasks may vary based on business and operational needs.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Emergency intervention, compliance with rules, issuing supplies, use of classrooms and facilities by participants, and evaluating need for snow removal. BSBPTC Participants and Professionals are affected by these decisions.

17. Describe the types of decisions that require the supervisor's review.

- Whenever there are questions regarding LEO, BSBP, Training Center, or State of Michigan regulations, policies, procedures, and rules.
- Any concerns that may affect the participants' ability to achieve program goals.
- Modifications of behavioral contracts or any Training Center practices or procedures.

Any financial decisions/liabilities on behalf of BSBPTC.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The job duties require the employee to handle physical demands of work including, walking, sitting, and deploy aggressive behavior management practices. Work indoors (90%) and outdoor (10%) conditions. Work with individuals who may have a variety of contagious diseases (25%) requiring the knowledge and use of "universal precautions." Aid individuals with getting out of wheelchairs, up from a seated position, etc. (10%).

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
N/A	N/A	N/A	N/A

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

<input type="checkbox"/> Complete and sign service ratings.	<input type="checkbox"/> Assign work.
<input type="checkbox"/> Provide formal written counseling.	<input type="checkbox"/> Approve work.
<input type="checkbox"/> Approve leave requests.	<input type="checkbox"/> Review work.
<input type="checkbox"/> Approve time and attendance.	<input type="checkbox"/> Provide guidance on work methods.
<input type="checkbox"/> Orally reprimand.	<input type="checkbox"/> Train employees in the work.

22. Do you agree with the responses for Items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

See box #14 and in section 15 above.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Annual review of standardized PD with all the duties carried out in the support services unit as a Rehabilitation Services Coordinator regardless of 1st, 2nd, or 3rd shift. Added information related to new outreach efforts, contacting new BSBP customers to provide them with information on residential training and gauging interest according to the established case service plan. In addition to adding information of the position completing room inspections to ensure cleanliness/safety in dorm halls. All the duties listed in this PD may need to be carried out during any of the shifts that an RSC covers in our 24/7 residential facility.

25. What is the function of the work area and how does this position fit into that function?

The work area functions as a comprehensive residential training center (24/7 facility) for participants who are blind or visually impaired. This position carries out various duties supporting participants in a safe manner so they can focus on residential training and improve their marketable skills and independence.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

Possession of a bachelor's degree with a major in rehabilitation counseling/services, secondary education, special education, business, human resources, social work, psychology, guidance and counseling, or occupational therapy.

EXPERIENCE:

Rehabilitation Services Coordinator 9 No specific type or amount is required. Rehabilitation Services Coordinator 10 One year of professional experience providing rehabilitation services coordination equivalent to a Rehabilitation Services Coordinator 9. Rehabilitation Services Coordinator P11 Two years of professional experience providing rehabilitation services coordination equivalent to a Rehabilitation Services Coordinator, including one year equivalent to a Rehabilitation Services Coordinator 10.

KNOWLEDGE, SKILLS, AND ABILITIES:

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of the principles and methods of rehabilitation training.

Knowledge of the psychology of the physically and mentally culturally disabled.

Knowledge of the limitations and abilities of the disabled.

Knowledge of occupations open to persons with a particular disability.

Knowledge of casework and interviewing techniques.

Knowledge of training and placement facilities available to the disabled.

Knowledge of community services and organizations available to the disabled.

Ability to obtain cooperation of employers, educators, physicians, and others.

Ability to work with professional and technical personnel in a particular area of employment.

Ability to maintain records, and prepare reports and correspondence related to the work.

Ability to communicate effectively with others.

Ability to maintain favorable public relations.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

I certify that the entries on these pages are accurate and complete.

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee's Signature

Date

NOTE: Make a copy of this form for your records.