

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information 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 LEO-LABOR AND ECON OPPORTUNITY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Services for Blind Persons (BSBP)
4. Civil Service Position Code Description Rehabilitation Counselor-E	10. Division Field Services Division
5. Working Title (What the agency calls the position) Vocational Rehabilitation Counselor	11. Section BSBP Central Region
6. Name and Position Code Description of Direct Supervisor KLENK, DAVID A; VOCATIONAL REHAB MGR-3	12. Unit
7. Name and Position Code Description of Second Level Supervisor AKEY-KISIEL, LISA M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work LEO Remote Work Policy, with access to Lansing Regional Office, 702 W. Kalamazoo, Lansing. / M-F, 8 am – 5 pm
14. General Summary of Function/Purpose of Position This itinerant position carries out a comprehensive range of vocational rehabilitation counseling services to a diverse population of individuals who are low vision or blind, including students in transition and adults pursuing training and employment within an assigned geographic area. The professional will work with vocational rehabilitation (VR) customers, businesses, community partners, and service providers to facilitate competitive integrated employment (CIE) that provides substantial gainful activity for the customer with opportunities for advancement. The professional will develop referral sources for the territory assigned and will be responsible for maintaining or increasing their caseload as determined by their supervisor. The professional will develop individualized plans for employment (IPEs) using SMART goals, engaging the customer in a timely manner, adequately documenting the customer journey, and entering key data elements accurately, including gathering source documentation as appropriate. The professional in this role must be familiar with the Rehabilitation Act of 1973, as amended, and its implementing regulations (the Rehab Act) and adhere to and apply BSBP policy and procedure.	

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:

Percentage: 50

Provide a comprehensive range of vocational rehabilitation counseling services to a diverse population of individuals who are low vision or blind, including students in transition and adults pursuing training and employment within an assigned geographic area, ensuring the customers obtain the skills and abilities to pursue, obtain, retain, and maintain competitive integrated employment.

Individual tasks related to the duty:

- Travels within the assigned territory to meet with adult customers and students ages 14-26 receiving pre-employment transition services.
- Develop referral sources and participate in community outreach for the territory assigned - maintaining or increasing the caseload as determined by the supervisor.
- Responds to referrals in a timely manner, coordinating customer engagement with administrative support staff.
- Educates the customer on the purpose of VR services, setting appropriate expectations for customer participation and informed choice, providing vocational rehabilitation counseling and guidance as necessary.
- Gather pertinent educational, social, medical, psychological, and vocational data relative to the customer to determine their comprehensive rehabilitation needs and eligibility for rehabilitation services.
- Identifies services that may be beneficial to the development of the IPE that may be procured or provided prior to the finalization of the IPE in accordance with BSBP policy and procedure.
- Provides career counseling consistent with the customer's skills, abilities, and interest levels utilizing the Career Index Plus, Career Pathways, O*Net, Talent Acquisition Portal, etc.
- Interpret labor market data to assist customers in understanding current labor market trends and employment opportunities based on the identified geographical locations.
- Determine vocational objectives using SMART goals, labor market information, and the customer's informed choice to develop an Individualized Plan for Employment in a timely manner utilizing the information obtained during the assessment process that aligns with the customer's skills, abilities, and in-demand careers. Assist customers in identifying appropriate educational programs and on-the-job training opportunities, as well as other skills of blindness services necessary to prepare them for their identified profession.
- Provide ongoing individualized counseling related to the adjustment to blindness and/or other disabilities to remove barriers to the customer's employability and independent living.
- Collaborates and builds positive relationships with BSBP's Vision Rehabilitation Therapists to provide training that addresses the barriers associated with blindness for students and adults.
- Provide work readiness skills necessary to achieve employment, including interview prep, resume development, disability disclosure, and appropriate display of interpersonal communication skills with employers and colleagues.
- Documents the customer journey, entering key data elements accurately, including gathering source documentation as appropriate and utilizing the electronic case management system and other electronic platforms to the maximum extent.
- Facilitates Pre-Employment Transition Services (Pre-ETS) to students prior to VR application and educates the student, family members, and school personnel on the benefits of the VR program to increase VR referrals.
- Facilitates Pre-ETS to students who are VR participants.
- Provides referrals of Pre-ETS students to BSBP local, regional, and state programs.
- Provide referrals to the BSBP Training Center.
- Develop expertise in multiple service models, such as supported employment / customized employment, to enable opportunities for those with severe and multiple disabilities who would otherwise be unable to work.

Duty 2

General Summary:

Percentage: 25

Workforce collaboration and engagement. Engage in purposeful demand-driven employment strategies with businesses to place BSBP VR customers in CIE with opportunities for advancement. The Rehabilitation counselor will be required to build strong collaborative relationships with community partners, educators, and industry-specific leaders in business to assist customers in acquiring and maintaining CIE with opportunities for advancement.

Individual tasks related to the duty:

- Develop relationships and provide in-service training with local Michigan Works! offices to facilitate services to blind and low-vision customers, develop referrals and local business connections, and leverage the services that local Michigan Works! can provide to current BSBP VR customers.
- Develop business relationships to support customer work-based learning, internships, apprenticeship opportunities, and other job experiences, such as job exploration, etc. for BSBP VR customers.
- Develop relationships with community partners to enhance available employment opportunities and job-seeker support.
- Participate in business engagement activities that encourage contact with current and prospective businesses in diverse industries to assist customers in obtaining placement within their identified industry and expanding awareness of BSBP services.
- Provide sensitivity training and education to community partners and businesses to support inclusivity in the workplace.
- Working knowledge of ADA and the interactive process for employer accommodations.
- Obtain at least six competitive integrated employment placements each calendar year, following and supporting the placement as necessary for 1.5 years to ensure retention.

Duty 3

General Summary:

Percentage: 15

Accountability for time, resources, and professional development.

Individual tasks related to the duty:

- Manages time to enhance customer, business, and community partner engagement by utilizing, at a minimum, the outlook calendar to plan travel appointments and properly allocate time using LDPR codes to the various cost objectives representing the various programs BSBP administers in accordance with BSBP Policy and Procedure.
- Utilizes Electronic Case Management System dashboards and alerts to proactively engage with customers.
- Create Service Authorization requests aligned with the IPE and result in appropriate documentation for the service rendered, reasonable, necessary, allowable, and allocable costs per BSBP Policy and Procedure.
- Complete quarterly reviews at minimum of open Service Authorizations and determines whether to close or extend the Service Authorization in accordance with BSBP Policy and Procedure.
- Follows BSBP approval paths for vended services in accordance with BSBP Policy and Procedure.
- Acknowledges BSBP Policy and Procedure and other guides and reference sources in PowerDMS by signing off in a timely manner.
- Completes assigned YesLMS courses for professional development and essential trainings on time.
- Complies with Remote Work Policy.
- Attends in person meetings as required.
- Maintain a spirit of continuous learning. Apply knowledge from training and resources provided to improve performance and confidence when providing services to BSBP's customers.
- Proactively develop and share with supervisor professional development goals.

Duty 4

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

- Performs various assignments to support the mission, vision, and values of the Bureau of Services for Blind Persons and the Department of Labor and Economic Opportunity.

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

Independent judgment will be needed to analyze and interpret pertinent information to determine eligibility and identify services necessary to achieve the customer's stated vocational goal. The employee will also need to be able to review service provider reports and invoices to ensure appropriate services are provided and billed appropriately.

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

The Rehabilitation Counselor will be expected to have their supervisors review any request outside of BSBP's outlined policy and procedures and any training or service request for a customer outside the normal scope of practice. The Rehabilitation Counselor will need a supervisor's approval when participating in continuing education training during business hours or when training costs are associated. A supervisor's review is also required for case services expenditures that exceed the counselor's delegated authority.

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

The physical activity consists of the occasional lifting of less than 50 lbs. for brief periods when delivering equipment and traveling the Michigan terrain in all four seasons in a standard vehicle. The Rehabilitation Counselor will be expected to meet customers in various environments, including one's homes, places of employment, the BSBP Training Center, or another designated establishment within the customer's community.

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.

Additional Subordinates

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

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | 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?

- Utilize critical thinking, counseling, and guidance to independently assess, plan, and provide vocational rehabilitation services that lead to competitive integrated employment (CIE) of customers served utilizing SMART goals and time management skills to timely engage the customer from referral to placement to post-placement follow up.
- Proper application of policy, procedures, and job aides provided to complete the position's duties.
- The ability to understand and apply the impact of low vision and blindness as it relates to a customer's ability to live and work independently.
- The ability to use an electronic case management system to satisfy the service, documentation, data, and fiscal requirements related to customers' cases.
- The ability to use MS Outlook 365 platform to manage time, meet deadlines and prioritize tasks.
- The ability to communicate effectively with customers, service providers, and internal resources to ensure that services are provided timely and appropriately utilizing various modes of communication.
- The ability to make difficult decisions and de-escalate customer objections.
- The ability to understand federal requirements and date range for completing tasks.
- The ability to travel through one's assigned territory in all seasons, serving each customer with excellence.
- The ability to perform outreach and develop referrals and referral sources.
- The ability to serve diverse populations from various cultures, backgrounds, and socio-economic statuses.
- The ability to review and utilize data to inform services and meet performance goals.

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

Strong emphasis on utilizing data to guide performance, policy, and procedure to enhance consistent service delivery, with considerable focus on training to promote best-case practices.

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

The work area encompasses a multi-county area with extensive itinerant travel necessary to complete the assigned duties. The Rehabilitation Counselor in this position must work independently, manage their time, and prioritize responsibilities to complete the assignments.

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

EDUCATION:

Possession of a master's degree in a field of study such as vocational rehabilitation counseling, social work, psychology, disability studies, or another field that reasonably provides competence in the employment sector, in a disability field, or in both business-related and rehabilitation-related fields.

EXPERIENCE:

Rehabilitation Counselor 9 – No specific amount or type is required.

Rehabilitation Counselor 10 – One year of professional experience providing rehabilitation counseling services equivalent to a Rehabilitation Counselor 9.

Rehabilitation Counselor P11 – Two years of experience providing professional rehabilitation counseling services equivalent to a Rehabilitation Counselor, including one year equivalent to a Rehabilitation Counselor 10; or three years of professional experience providing rehabilitation service coordination equivalent to a Rehabilitation Services Coordinator, including one year equivalent to a Rehabilitation Services Coordinator P11.

KNOWLEDGE, SKILLS, AND ABILITIES:

Employees in this position should have the following:

- Knowledge of rehabilitation counseling and guidance techniques.
- Knowledge of varying mental and physical disabilities related explicitly to blindness and visual impairment.
- Knowledge of the psychological impact of disability and barriers it may present.
- Knowledge of varying cultures.
- The ability to maintain and prepare reports and correspondence that supports the vocational process.
- The ability to maintain an organized schedule to incorporate customer and business contacts, case management, and continuing education.
- The ability to communicate effectively with others and maintain favorable relations internally and externally.
- It would be expected that after the first year of experience in this position, the employee would know training and placement facilities within the local community and examples of appropriate occupations and accommodations that may be suitable given the customer's unique characteristics.

CERTIFICATES, LICENSES, REGISTRATIONS:

CRC is preferred.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of 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

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

N/A

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

CHERESSE BUTLER-DAVIS

6/18/2024

Appointing Authority

Date

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

Date