POSITION DESCRIPTION

Title: Vocational Rehabilitation Specialist
Date: December 21, 2020

Program: CVVRS
NOC: 4153

Reports to: Team Lead
EEOG: 4

ROLE SUMMARY

The Vocational Rehabilitation Specialist (VRS) is responsible for managing a caseload of 35 to 40 vocational rehabilitation files on behalf of Veterans Affairs Canada. All VRS’s must comply with the ethical and professional standards as outlined by the Vocational Rehabilitation Association of Canada or the College of Vocational Rehabilitation Professionals and complies with specific standards relevant to their practice in the program.

RESPONSIBILITIES

• Conduct client orientation program and assessment process
• Complete intake assessments
• Perform one-on-one, structured, clinical interviews and ensures interviews are documented and all appropriate paperwork completed
• Develop detailed reports for VAC within a prescribed time frame utilizing prescribed quality assurance standards
• Determine suitable internal and/or external service provision and coordinate as required
• Provide objective, professional opinion to VAC case manager on program participants’ vocational potential
• Ensure services and plans are needs-based and follows the return to work hierarchy when making recommendations
• Develop Individual Vocational Rehabilitation Plans for program participants in consultation with the participant and the VAC Case Manager and facilitate the plan through ongoing contact with the participant, regular progress reports, and support and counselling when required
• Provide vocational rehabilitation counselling, return to work planning, labour market research, transferrable skills analysis, and negotiate return to work opportunities
• Interpret and analyze various medical and vocational assessment reports
• Work closely with third party assessors
• Complete regular phone and in person meetings with VAC Case Manager to review training plans, labour market re-entry plans and required accommodations and submit regular progress reports
• Provide employment counselling to participants and make appropriate community referrals
• Document activities and communicate with clients, service providers, employers, and VAC
• Facilitate placements for clients to further skills and employment related learning
• Monitor client job search and provide advice, guidance and support to enable the client to address any issues that arise or can be prevented during job search. Communicate to the case manager any problems that arise that could negatively impact the client’s success in securing employment
• Support and monitor clients throughout the program and placements
• Utilize in-house and external job sources to identify job opportunities for clients
• Secure and prepare clients for interviews. Assist clients to communicate and negotiate with employers to secure employment terms compatible with client needs.
• Perform daily case management and administrative duties as needed, including documentation, report writing, ensuring timelines are met, communication and developing ongoing relationships with employers, internal and external service providers and Ministry staff
• Identify areas of improvement based on monitoring conducted and key performance indicators and performance standards, then develop and implement strategies to address when required
• Follow all prescribed privacy and confidentiality protocols
• Comply with all internal and contract related standards
• Respond to service issues and/or complaints

QUALIFICATIONS

Required:
• A minimum of three years of successful experience working with people with various types of disabling conditions and barriers to employment. Particularly experience in:
  o determining vocational rehabilitation readiness
  o analyzing and interpreting medical and vocational assessments
  o writing professional standardized reports and making recommendation based upon critical analysis of information
  o developing return to work strategies for alternate jobs
  o working with local employers and employment resources
  o facilitating job placements
  o working with other health professionals
  o working with employers, community resources, and training institutions is an asset
• Strong interview, assessment, planning and coaching skills
• Excellent organization and leadership skills
• Good interpersonal skills coupled with strong verbal communications skills
• Strong computer skills
• Proven team player with a focus on empowerment
• Flexible and creative individual, able to adapt quickly to changing needs
• Employment contingent on Reliability Security Clearance
• A reliable vehicle and the ability to travel

Education:
• A Bachelor’s degree in Psychology, Counselling, Rehabilitation, Social Sciences, Health Services, Human Services, or a related field.
• Must hold one of the following designations: Registered Rehabilitation Professional (RRP), Certified Vocational Evaluator (CVE), Canadian Certified Rehabilitation Counsellor (CCRC), Certified Vocational Rehabilitation Professional (CVRP), or Masters Certificate, Vocational Rehabilitation Professional (MCVRP) or have a minimum of a Bachelor’s or Master’s Degree and a minimum of three years’ experience in vocational rehabilitation.