

REHABILITATION CASEWORK ASSISTANT

Positions in this class perform a variety of supportive services that relieve the rehabilitation counselor of the more routine casework duties. Work can include a variety of clerical tasks depending on the needs of each office. Work involves interviewing referrals to obtain standard information on family, work history and finances; requests medical evaluation reports and/or sets up appointments; visits homes, school, job sites to gather additional information or follow-up; transports clients to medical and job appointments; occasionally assists client in suggesting employment/housing possibilities gleaned from the paper or from job file in office; typing, filing and filling out reports.

I. DIFFICULTY OF WORK:

Complexity - Work is varied in the supportive and/or clerical tasks assigned. Clerical tasks would be recurring in typing standard forms, compiling reports, requesting information and filing. When position works for a number of counselors, would carry out the various support services as assigned on a per case basis.

Guidelines-State and federal manuals outline policies and procedures. Specific assignments are usually given in oral or written format and are easily understood.

II. RESPONSIBILITY:

Consequence of Action - The majority of duties are involved in initial intake information gathering or follow-up. Client's handicapping conditions vary but usually services have no direct impact on client.

Accountability - Incumbents are in direct contact with medical community, businesses, and other service agencies, and may be called on to answer questions about the organization.

Review - Assignments are reviewed upon completion through review of progress notes or discussion. All authorizations for services are approved by the counselor before being implemented.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Given the variety of handicapping conditions, some employees may have clients with limited comprehension but they are usually dealing with straightforward facts on services or information about the client.

Purpose - The primary purpose is information sharing to explain services available and how to fill out applications. In some instances clients require supportive encouragement in going on job interviews, personal grooming, and similar situations.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Work location is usually in an office, but does require being out in the community, in a variety of businesses, etc. Majority of time is in pleasant working conditions.

Personal Hazards - Clients are seeking services from Vocational Rehabilitation and the only potential hazard is that found normally in driving a car for personal use.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - General knowledge of office practices and procedures; skill in basic reading, writing, and mathematics; working knowledge and ability to use correct grammar, vocabulary and spelling; skill in typing where required in specified positions; ability to perceive sentence and grammatical structure from meditation or dictating equipment; ability to learn general knowledge of agency programs and give out information to the public; ability to communicate effectively in oral and written form.

Minimum Education and Experience - Graduation from high school or equivalent and one year of clerical/typing experience preferably in rehabilitation division; or graduation from a two-year associate degree program designed to prepare support personnel for human services agencies; or graduation from high school or equivalent and one year of experience in similar supportive tasks.

Minimum Education and Experience for a Trainee Appointment - Graduation from high school or equivalent.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.