

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Rehabilitation Assistant

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### Definition

Assists Rehabilitation Counselors by performing direct client service duties in certain phases of the vocational rehabilitation process (e.g., initial intake, case coordination/management, and readiness for employment); performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Works as part of the VR service delivery team to arrange and deliver services that will enhance client employment opportunities. Learns, understands, and applies policies in accord with the VR process and administrative requirements.

Gathers information regarding job candidates' individual interests and needs in preparation for vocational planning; interviews and discusses employment expectations, explaining the VR process, and advising on acceptable social, work, and interpersonal behaviors. Gathers personal data and communicates VR expectations for rehabilitation progress. Writes progress notes, periodic reviews of individual cases, and other reports in approved formats, in order to provide the necessary information for counselors and associates. Completes monthly progress reviews as requested.

Performs specific case management duties to assist counselor and associate in managing caseload; monitors service provision for job candidates, conducts phone and in-person reviews on routine cases and completes paperwork and/or computer entries for progress reviews. Completes authorizations from dictation and/or handwritten notes to generate specific client services or clarify problem areas. Follows up on past due authorizations and coordinates with counselors on remedying errors.

Researches labor market information, occupations, geographical data, and aptitude requirements related to specific vocations in order to assist counselors, associates, and clients in making an informed occupational choice. Researches information regarding assistive technology to help meet training and/or employment needs of clients. Reviews and reports occupational projections, salary expectations, labor market trends, and job leads; conducts research on accommodations/medical information needed by counselors. Provides job-seeking skills training to assist job candidates in learning how to seek employment. Follows up on clients after employment to check status and report to counselor.

Provides general information regarding VR services and procedures during orientation and intakes. Receives and screens callers and visitors as needed. Occasionally performs general clerical duties necessary to support client records management and comply with administrative requirements of the agency.

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## Competencies Required

### Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Clerical – Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

### Abilities:

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

### Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Coordination – Adjusting actions in relation to others' actions.

- Service Orientation – Actively looking for ways to help people.

### **Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Two years of full-time work experience in a human services field which involved: customer service, contact with the public to either compile or provide information regarding services, the organization/management of confidential information, or the scheduling of appointments.
- 2) Two years of full-time work experience as a legal assistant/paralegal, medical office assistant, or job coach.
- 3) A combination of a total of two years of education and full-time experience (as described in either number one or two), where thirty semester hours of accredited college or university course work equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes eighteen months of full-time work in direct client/customer service in a clerical or administrative support capacity.

*Effective date: 04/15 SA*