

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

Rehabilitation Associate

Definition

As part of a Vocational Rehabilitation delivery team, provides professional-level support working with clients on vocational planning, guidance on vocational job search activities, and problem solving; 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

Contacts employers to familiarize them with Iowa Vocational Rehabilitation Services (IVRS) program services and to develop future placement opportunities; makes presentations to community organizations.

Administers/scores job candidate interest, achievement, and aptitude tests and summarizes results.

Interviews job candidate and family members to compile information about social, education, criminal, institutional, or medical history.

Keeps records or prepares reports about job candidate visits.

Assesses job candidates' personal hygiene/appearance, ability to use public transportation, and readiness for employment.

Advises job candidates regarding public resources and comparable benefits and services available to assist with employment and or independent living.

Assists job candidates with preparing forms related to employment or community independent living.

Helps job candidates with evaluating choices and obtaining rehabilitation services in the community; dictates case notes or enters into electronic record to document job candidate contacts and services provided.

In a classroom or one-on-one setting, instructs job candidates concerning job search techniques, resume writing, and interviewing.

Researches community resources, services, and supports and assists job candidates in arranging transportation to meet employment and independent living needs.

Assists job candidates in arranging communication and assistive technology to improve their access to necessary services and supports; advocates for necessary services and supports needed.

Visits job candidate in homes, community settings and/ or attends group meetings to provide information on agency services, requirements, or procedures.

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.
- Education and Training – Principles and methods for curriculum and training design, teaching and instructing individuals and groups, and measuring training effects.
- Psychology – Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and assessing and treating behavioral and affective disorders.
- Therapy and Counseling – Principles, methods, and procedures for diagnosing, treating, and rehabilitating physical and mental dysfunctions, and for career counseling and guidance.

Abilities:

- 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.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.

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.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Speaking – Talking to others to convey information effectively.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

Minimum Qualification Requirements

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

- 1) Graduation from an accredited four-year college or university with a degree in a human-services-related field.

- 2) All of the following (a and b):
 - a. Two years of education (as described in number one) where thirty semester hours equals one year; and
 - b. A total of two years of education (as described in number one) and/or full-time work experience in human services, where thirty semester hours of accredited college or university course work equals one year of full-time experience.

Notes

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Effective date: 05/18 SA