

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

## Rehabilitation Counselor

---

---

### Definition

This class is used only by the Department of Education, Division of Vocational Rehabilitation Services.

Provides counseling and comprehensive rehabilitation services which include the design and implementation of individualized rehabilitation programs to assist physically/mentally disabled citizens in finding and retaining suitable 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

Interviews applicant, parents, or advocates, and contacts other sources such as schools, hospitals, and employers to procure medical, psychological, social, personal adjustment, and educational information.

Explains rights, responsibilities, and sequence of services to clients.

Analyzes diagnostic information and functional limitations of physical, mental, and emotional disabilities in relationship to applicants' personal and vocational adjustment using federal and state regulations to determine the eligibility of applicants.

Informs ineligible applicants of denied services and appeal rights.

Determines if limitations caused by a physical, mental, or emotional disability create a substantial vocational handicap by analyzing functional limitations, assessing diagnostic information, and utilizing a variety of source materials.

Develops an individual written rehabilitation program with a client by identifying objectives, services needed to support the objectives, and methods to review progress in the program, and authorizing services, equipment, or supplies as necessary.

Counsels clients to increase their understanding of themselves and vocational options to effect positive vocational adjustment.

Facilitates job placement of clients by finding and developing job openings, teaching job-seeking skills, encouraging employers to use job incentives, and coordinating placement with other service programs.

Serves as a resource person in providing direct rehabilitation services to certain categories of disabled clients and may provide expert consultation to agency staff or management in assisting them to provide services for such clientele; provides specific liaison with special settings because of unique knowledge or abilities as needed.

Promotes agency services and resources by providing information to various community resources through personal contacts, written communication, radio spots, speeches, news articles, and workshops.

---

---

## 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.
- Psychology – Principles of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

### Abilities:

- Written Expression – Communicate information and ideas in writing so others will understand.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Written Communication – Communicate information and ideas in writing so others will understand,
- Speech Recognition – Identify and understand the speech of another person.

### 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.
- 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.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- 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) Graduation from an accredited college or university with a Master's Degree in rehabilitation counseling, counseling and guidance, or a closely-related major emphasis or in business administration, management, finance, accounting, marketing, or a closely related field.

- 2) Completion of all coursework in a Master's Degree program in rehabilitation counseling, pending only completion of an internship for graduation.
- 3) All of the following (a, b, and c):
  - a. Graduation from an accredited four-year college or university with a degree in a human services-oriented science which provides a knowledge of the theories, principles, and techniques of counseling or business administration, management, finance, accounting, marketing, or a closely related field; and
  - b. Twenty-four semester hours of graduate course work in counseling; and
  - c. Experience equal to one year of full-time work in professional vocational rehabilitation counseling services.

**Notes**

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

*Effective date: 06/18 KF*