

CONTROLLED DOCUMENT

Document Name	Job Description – CVVRS – Vocational Rehabilitation Specialist		
Reference / Version	V: 0.1	Owner	People & Culture
Publish Date	June 10, 2021	Classification	Internal



Last updated:	June 10, 2021
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Job Specifications:

Job Title:	Vocational Rehabilitation Specialist
Location:	AB, BC, SK
Reports to:	Team Lead
Travel Requirements:	Some travel required

Role Summary:

The Vocational Rehabilitation Specialist (VRS) is responsible for managing a caseload of 25 to 30 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.

Key Performance Indicators:

Customer/ Stakeholder Satisfaction	<ul style="list-style-type: none">• Provide participant-centred service to 25 to 30 participants• Work collaboratively with Case Managers, participants and referral sources to ensure services are completed in a timely manner and according to quality standards
Financial Performance	<ul style="list-style-type: none">• Meet monthly projected billable hours• Meet contractual targets for report submission
People & Team Satisfaction	<ul style="list-style-type: none">• Provide exceptional responsiveness and time management to achieve program goals and targets
Operational Performance	<ul style="list-style-type: none">• Provide effective vocational rehabilitation services to improve participant employability
Program Outcomes	<ul style="list-style-type: none">• Ensure participants achieve suitable and gainful level of employability/employment

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Key Responsibilities:

Assessment	<ul style="list-style-type: none"> • Conduct client orientation program and assessment process • Complete intake assessments • Perform one-on-one, structured, clinical interviews and ensure interviews are documented and 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 • Interpret and analyze various medical and vocational assessment reports • Provide objective, professional opinion to VAC case manager on program participants' vocational potential • Ensure services and plans are needs-based and follow 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
Vocational Counselling	<ul style="list-style-type: none"> • Provide vocational rehabilitation counselling, return to work planning, labour market research, transferrable skills analysis, and negotiate return to work opportunities • Complete regular phone and in person meetings with VAC Case Manager and Participant to review training plans, labour market re-entry plans and required accommodations and submit regular progress reports
Case Management	<ul style="list-style-type: none"> • Perform daily case management and administrative duties as needed, including documentation, report writing, ensuring timelines are met, communication and developing ongoing relationships with employers and internal and external service providers • 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 • Facilitate placements for clients to further skills and employment related learning • Support and monitor clients throughout the program and placements

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	<ul style="list-style-type: none"> Respond to service issues and/or complaints
Job Placement and Development	<ul style="list-style-type: none"> Provide job search skills training to participants to prepare for conducting independent job search Monitor client job search and provide advice, guidance and support
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Required Competencies:

- Critical thinking
- Time management
- Verbal and written communication
- Priority setting
- Strong computer skills
- Collaboration
- Compassion
- Ethics and values focused

Essential Requirements:

- 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
- A minimum of three (3) years' successful experience working with people with various types of disabling conditions and barriers to employment. Particularly experience in:
 - Determining vocational rehabilitation readiness
 - Analyzing and interpreting medical and vocational assessments
 - Writing professional standardized reports and making recommendation based upon critical analysis of information
 - Developing return to work strategies for alternate jobs
 - Working with local employers and employment resources
 - Facilitating job placements
 - Working with other health professionals
- Strong interview, assessment, planning and coaching skills
- Proven team player with a focus on empowerment
- Flexible and creative individual, able to adapt quickly to changing needs
- Employment conditional on obtaining federal security clearance - Reliability Status
- A reliable vehicle and the ability to travel

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Preferred Criteria:

- Experience working with employers, community resources, and training institutions