



DRS-COUNSELOR ASSISTANT I

CHARACTERISTICS OF WORK:

This is paraprofessional work involving the provision of casework services to Mississippi Department of Rehabilitation Services clients. The employee functions as assistant to a DRS-Counselor(s) in the development and maintenance of confidential case files. Additional duties include office management, scheduling client appointments, interviewing clients, composing and typing correspondence relative to clients served, and maintaining a counseling casework budget. The employee exercises considerable independence in performing the duties of the position and independently advises clients concerning services provided. Supervision is received from a DRS-Counselor(s).

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

An Associate's Degree from an accredited college or university.

OR

Education:

Graduation from a standard four-year high school or the equivalent (GED);

AND

Experience:

Two (2) years of experience related to the described duties.

Substitution Statement:

Related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; walk sit; and stoop, kneel, crouch, or bend. The incumbent is occasionally required to climb or balance.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Technical Proficiency: Reads, comprehends, evaluates, interprets and implements federal and state laws, policies, mandates, and regulations relating to rehabilitation services.

Recognizes the difference between disability & functional limitations. Reads and has a basic understanding of medical aspects and implications of major disabilities. Understands the cultural reactions to disabilities in families and in society at large. Demonstrates an awareness of the attitudinal barriers experienced by persons with disabilities. Recognizes the need for continued professional and technical development. Effectively utilizes and demonstrates proficiency in agency-wide technical software needed to perform specific duties.

Customer Service: Works with others to assess their needs, provide information, and satisfy their expectations; knows about available services.

Is committed to providing quality services. Developing constructive and cooperative working relationships with others. Assists counselors in providing client services.

Organizational Awareness/Commitment: Represents and supports the agency positively.

Knows the organization's mission and functions. Knows how social, political, organizational, and technological systems work and operates effectively within them. This includes policies, procedures, rules, and regulations of the work unit and the agency. Aligns self with MDRS mission and function. Understands and awareness of the impact of organizational goals and objectives in its service provision. Strives to make a difference with rehabilitation services.

Interpersonal Relations/Development: Demonstrates a commitment to client participation and understanding of rehabilitation services.

Communicates with clients to discover underlying needs. Assists clients in understanding and achieving goals. Develops and implements strategy for outreach. Develops rapport with client. Initiates, encourages, and facilitates partnerships with organizations to achieve goals. Deals effectively with high stress situations.

Clerical: Files, types, enters data, maintains records, and uses and completes forms.

Maintains office filing system to ensure ready accessibility to all correspondence, memoranda, reports, and other records and supporting documentation. Completes required forms and reports in accordance with established procedures and within prescribed time frames.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Assists DRS-Counselors in performing routine case management and development duties such as collecting applications, interviewing clients, and maintaining case files.
2. Performs secretarial/receptionist duties.
3. Performs general statistical, administrative, and accounting duties.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Aids in client intake by completing necessary forms on referrals and writing summary of interview in the case record in accordance with standard agency procedures.

Assists in providing client services by making periodic contacts, writing appropriate documentation in running record, and reporting results.

May aid in client placement by contacting employment services and selected employers to discuss specific clients and job openings.

May assist in conducting job skills classes with individual clients or with small groups, utilizing the lesson plan outlined by Counselor.

Receives and routes incoming mail and posts outgoing mail to ensure that all mail is routed to appropriate parties within prescribed time frames.

Schedules appointments for clients and notifies clients, thereof.

Receives and directs telephone calls and visitors to appropriate parties in a courteous and timely manner.

Maintains office filing system to ensure ready accessibility to all correspondence, memoranda, reports, and other records and supporting documentation.

Operates personal computer and other office equipment.

Types correspondence, memoranda, brief reports, forms, and other materials related to office operations.

Completes required forms and reports in accordance with established procedures and within prescribed time frames.

Initializes accounts payable functions through various computerized systems.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.