

Regional Leader

NH Vocational Rehabilitation Rehabilitation Counselor Competencies

Management:

- Rehabilitation Delivery System
- Community Awareness
- Information
- Ethics
- Fiscal
- Goals
- Program Evaluation

Service Delivery

- Caseload Management
- Knowledge of the Rehabilitation Process
- Issues Faced by Persons with Disability
- Employment Goal Development
- Placement
- Knowledge of Benefits
- In the Field Experience

Counseling/ Interpersonal

- Counseling skills
- Customer involvement and self-management
- Collaboration

Characteristic duties

- Provides counseling and guidance to persons with disabilities or injuries in order to maximize employment potential and personal independence.
- Develops individual functional profiles of persons with disabilities or injuries by recommending medical, psychological and vocational evaluations and analyzing information obtained to make eligibility decisions and determine rehabilitation needs.
- Plans, approves and monitors the expenditure of state and federal funds to secure prescribed essential services and commodities as part of the individual's employment plan.
- Manages a client caseload to ensure timely services and follow rehabilitation plans for employment and personal independence.
- Makes detailed investigations and final recommendations on difficult or unusual cases in the determination of eligibility for services and handles reconsideration or appeal cases.
- Establishes and maintains contacts with area employers, employment services, and other rehabilitation agencies in order to assist clients in employment opportunities

The Rehabilitation Delivery System

“Demonstrates an understanding of the State-Federal VR program, and how that relates to other public agencies.”

- Understands the state-federal vocational rehabilitation program and its service delivery to individuals with disabilities
- Understands relevant legislation to the rehabilitation of individuals with disabilities; Review trends, societal issues and federal laws which affect rehabilitation service delivery
- Understands the role of IL and CAP in the rehabilitation of individuals with disabilities
- Demonstrates the ability to use community resources and the importance of personal behavior as it relates to the public and community relations
- Understands the myriad of human service agencies serving individuals with vocational limitations

Counselor demonstrates competencies by....

- Has attended training on the Rehabilitation Delivery system**
- Understands agency structure (regional office structure, central office roles, DDS, and agency organizational chart).**
- Understands and describes agency vision and mission.**
- Defines the scope of services of NH Vocational Rehabilitation as well as basic limitations on some services (financial need, comparable benefit)**
- Is familiar with the role and function of the Client Assistance Program (CAP).**
- Understands the significance of confidentiality**
- Responds to case inquiries tactfully, legally and ethically.**
- Checks with supervisor or central office consultants regarding inquire from the media, police, lawmakers, court proceedings, attorneys, etc.**
- Demonstrates an understanding of the relationship among NHVR and other state agencies (WIA partners, HHS, DOL, DOE), as well as school systems.**
- Presents to groups, as needed, an overview of the Bureau including history, programs, legislation, regulations, funding, mission, vision, etc.**
- Knows where to take questions and when to ask**
- Has a general knowledge of the role and function of the State Rehabilitation Council (SRC).**
- Has general knowledge about program funding (state/federal match), Innovation and Expansion, and the Bureau's grant programs.**
- Describes how the federal legislation enables and directs parts of the VR program, including the Rehabilitation Act of 1973 and its subsequent amendments, 60-day eligibility, informed choice, Order of Selection, ADA, funding, etc.**
- Has a working knowledge of the Workforce Investment Act (WIA), and how it effects our relationship with the Department of Labor.**
- Basically describes the essence and relevance of state regulations to VR.**

Coaching Suggestions

- Provide additional resource materials on the above topics
- Provide technical assistance about the political aspects of being a public service employee
- Present case examples and strategize potential resolutions.
- Practice (tactical ways of) responding to political and case inquiries and role-play.
- Observe meetings with other agencies.
- Shadow seasoned counselors as they meet with school systems.
- Review cases NHVR has in common with other agencies (WIA partners, AA, MHC)
- Relate the use of comparable benefits to the mission of other agencies.
- Develop an organized notebook or filing system with agency information.
- Review basics of state regulations, history of the agency, WIA, agency organizational chart, scope of services, relationship of federal and state regulations and NHVR funding.
- Review basic services provided by other agencies, state and private.
- Meet with Department of Education's consultant for transition.

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Management COMMUNITY AWARENESS

“Demonstrates an understanding of the community as a source for referrals and a resource for services.”

- Demonstrates the ability to use community resources
- Understands the importance of personal behavior as it relates to the public and community relations
- Understands professional and customer groups, organizations and associations
- Understands the role and function of CRPs
- Understands the One-Stop delivery system
- Demonstrate ability to engage employers in hiring and retaining individuals with disabilities
- Demonstrates the ability to find and utilize Comparable benefits

Counselor demonstrates competencies by....

- Networks with other agencies, as appropriate, to facilitate individual plans for employment.**
- Understands the importance of personal behavior as it relates to the public and community relations**
- Understands the role and function of CRPs**
- Demonstrates the ability to find and utilize Comparable benefits**
- Demonstrate referral process to vendors, community rehabilitation providers (CRPs), and employment resources.**
- Understands professional and customer groups, organizations and associations
- Understands the One-Stop delivery system
- Demonstrate ability to engage employers in hiring and retaining individuals with disabilities
- Identifies employers in area, and employment resources (DOL, One-Stop, human resources personnel, etc.)
- Seeks alternate or additional resources when needed.

Coaching Suggestions

- Observe counselor's contact with community resources
- Have counselor participate in group problem solving sessions
- Visit resource sites with counselor
- Set up resource files for major state agencies (HHS, AA, MHC, DOL, ES, One-Stop center, One Stop Partners, etc.).
- Set up a community resource guide.

QUANTITATIVE GOALS

“Understands that the number of cases closed “rehabilitated” is the fundamental measure of success of the public rehabilitation program at the federal, state, district and individual caseload level, and achieves individual goals as set by management.”

- Understands numerical goals
- Understands and uses the CMS to monitor and make decisions
- Demonstrates ability to move individuals through the VR process to attain goals

Counselor demonstrates competencies by....

- Demonstrates ability to move individuals through the VR process to attain goals**
- Understands factors that contribute to the attainment of employment goals.**
- Consistently demonstrates that successful employment outcomes are the focus of the rehabilitation process.**
- Knows the numerical goals for self, region and state.
- Monitors own progress in achieving negotiated numerical goals.
- Can access and interprets the caseload reports.
- Understands monthly, and annual reports.
- Understands the federal standards and indicators.
- Understands CMS (make appropriate decisions)

Coaching Suggestions

- Review caseload management indicators.
- Review master list.

QUALITATIVE GOALS

- Wages
- Hours
- Self support

Counselor demonstrates competencies by....

Coaching Suggestions

ETHICS and PROFESSIONALISM

“Understands and utilizes ethical principles and standards affecting the delivery of rehabilitation services”.

- Is familiar with the “Code of Professional Ethics for Rehabilitation Counselors” as established by CRCC, and its implications in the following areas: moral and legal standards; counselor/client relationships; client advocacy; professional relationships; confidentiality; assessment; research activities; competence; CRC credentials;
- Understand the principles of ethical behavior in working with individuals with disabilities and the code of ethics for rehabilitation counselors
- Demonstrate and ability to utilize ethical principles in the provision of services (e.g., integrity, confidentiality, scope of practice, etc.)
- Understands principles of counseling ethics in working with people with disabilities and code of ethics for rehabilitation counselors
- DOE Staff manual confidentiality, sexual harassment, etc

Counselor demonstrates competencies by....

- Understand the principles of ethical behavior in working with individuals with disabilities and the code of ethics for rehabilitation counselors
- Demonstrate and ability to utilize ethical principles in the provision of services (e.g., integrity, confidentiality, scope of practice, etc.)
- Understands principles of counseling ethics in working with people with disabilities and code of ethics for rehabilitation counselors
- DOE Staff manual confidentiality, sexual harassment, etc
- Is familiar with the ethical principles and the implications for the following:
 - use of state position for personal benefit or the benefit of a family member;
 - outside employment that causes a conflict of interest with the state position;
 - acceptance of gifts;
 - obligation to disclose a conflict of interest to a supervisor; and
 - the concept of “conflict of interest” (i.e., serving on boards, accepting gifts etc.).
- Seeks consultation as appropriate

Coaching Suggestions

- Role-play different “conflict” scenarios that are related to rehabilitation counseling.

Commission on Rehabilitation Counselor Certification

Code of Ethics

A rehabilitation counselor has a commitment to the effective functioning of all human beings; his emphasis is on facilitating the functioning or refunctioning of those persons who are at some disadvantage in the struggle to achieve viable goals. While fulfilling this commitment he interacts with many people, programs, institutions, demands, and concepts, and in many different types of relationships. In his endeavors he seeks to enhance the welfare of his clients and of all others whose welfare his professional roles and activities will affect. He recognizes that both action and inaction can be facilitating or debilitating and he accepts the responsibility for his action and inaction.

- The primary obligation of the rehabilitation counselor is to his client. In all his relationships he will protect the client's welfare and will diligently seek to assist the client towards his goals.
- The rehabilitation counselor recognizes that the client's family is typically a very important factor in the client's rehabilitation. He will strive to enlist the understanding and involvement of the family as a positive resource in promoting the client's rehabilitation plan and in enhancing his continued effective functioning.
- The rehabilitation counselor is obligated to protect the client-employer relationship by adequately apprising the latter of the client's capabilities and limitations. He will not participate in placing a client in a position that will result in damaging the interests and welfare of either or both the employer and the client.
- The rehabilitation counselor will relate to his colleagues in the profession so as to facilitate their ongoing technical effectiveness as professional persons.
- Typically, the implementation of a rehabilitation plan for a client is a multi-disciplinary effort. The rehabilitation counselor will conduct himself in his interdisciplinary relationship in such a way as to facilitate the contribution of all the specialists involved for maximum benefit of the client and to bring credit to his own profession.
- The rehabilitation counselor will regard his professional status as imposing on him the obligation to relate to the community (the public) at levels of responsibility and morality that are higher than are required for persons not classified as "professional." He will use his specialized knowledge, his special abilities, and his leadership position to promote understanding and the general welfare of handicapped persons in the community, and to promote acceptance of the viable concepts of rehabilitation and of rehabilitation counseling.
- In his relationships with other programs, agencies and institutions that will participate in the rehabilitation plan of the client, the rehabilitation counselor will follow procedures and insist on arrangements that will foster maximum mutual facilitation and effectiveness of services for the benefit of the client.
- The rehabilitation counselor is obligated to keep his technical competency at such a level that his clients receive the benefit of the highest quality of services the profession is capable of offering.
- The rehabilitation counselor is obligated to assist in the efforts to expand the knowledge needed to serve handicapped persons with increasing effectiveness.

Program Evaluation

- Understanding of program evaluation, performance goals and benchmarks and the relationship to the organization
- Understanding the basic application of research principles to rehabilitation, such as evaluation of personal practice, utilization of customer satisfaction surveys, conducting needs analysis

Counselor demonstrates competencies by....

- Demonstrates an understanding of the regulations on the “Standards and Indicators”.
- Demonstrates an understanding of customer satisfaction data
- Demonstrates ability to use data in changing and/or recommending changes in practices

Coaching Suggestions

- Review federal standards and indicators.
- Review customer satisfaction surveys
- Have counselor participate in brainstorming and strategy sessions regarding proving quality services to individuals with disabilities
- Encourage participation in Fall and Spring Institutes

INFORMATION

“Demonstrates ability to find and utilize information and resources as needed for casework.”

- Demonstrates research
- Understands internet
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Counselor demonstrates competencies by....

- Utilizes the internet appropriately.**
- Pays attention to e-mail, voice-mail, memos and other pertinent information**
- Knows the roles of central office consultants and seeks assistance as needed.
- Networks within the office, agency, and community.
- Knows “when to ask” questions and seek supervision.

Coaching suggestions

- Review role of central office consultants
- Familiarize self with “on-line” resources.
- Organize a log for counselor questions and concerns to review in supervision.
- Provide resource lists that have worked for others.

FISCAL PROCEDURES

“To have solid knowledge of basic fiscal procedures as well as general knowledge of more complex fiscal procedures.”

- IPE
- Authorizations
- Bills
- Office budget
- Comparable benefits
- Financial need

Counselor demonstrates competencies by....

- Using the CMS to develop IPE
- Understands:
 - line items
 - authorizations (VR5s)
 - FPO
 - PO
- Understands Fiscal authority and signatory limits
- Is aware of services that need additional processes (van mods, home mods, self employment)
- Works cooperatively with Account Tech to process fiscal transactions.
- Appropriately authorizes services
- Seek comparable benefits
- Financial needs
- Comparable benefits are considered and utilized as appropriate.
- Is aware of more complex fiscal transactions and has discussed with supervisor (examples: bidding procedures).
- Knows how to access computerized fiscal information
- Office budget
- Utilizes FNS and FATF.

Coaching suggestions

- Set up fiscal notebook to aid fiscal organization.
- Observe and participate in all new fiscal procedures.
- Tutoring to learn how to access computerized fiscal information.

Caseload management

“Demonstrates efficient and effective caseload management, organizing and time”

- Understands the role of the rehabilitation counselor in the rehabilitation process
- Understands the values of customer involvement in their rehabilitation process
- Demonstrates the ability to monitor vocational rehabilitation and to organize the caseload of a rehab counselor
- Understands the principles of caseload management

Counselor demonstrates competencies by....

- Tracking progress of cases on his/her caseload using CMS reports
- Identifies and obtains essential information to expedite eligibility decision.
- Makes eligibility decisions within 60 days or waiver letter if extension is needed.
- Writes plans in a timely manner or explains delays
- Reviews employment plans at least annually.
- Provides timely personal contact with customers
- Effectively manages the flow of communications:
 - maintains an effective filing system;
 - processes information received from e-mail, mail, meetings, etc.; and
 - manages telephone calls and returns them in a timely manner (within 24 hours when possible).
- Sets clear boundaries with customers on actions and responsibilities.
- Prioritizes work.
- Maintains complete, orderly case files with up to date case recording.
- Manages time in order to meet the needs of the customer while tending to bureau and federal standards for case movement and documentation.
- Closes cases on time with rational and documentation.
- Maintains a safe and accessible work area.

Coaching Suggestions

- Provide shadowing experiences with counselors who manage time well.
- Review calendar a week in advance to assess prioritization skills.
- Additional training: Computer training (Outlook, Microsoft Word, Access, Excel, telephone messaging). Time management training.
- Assist setting up a tickler file

KNOWLEDGE OF THE REHABILITATION PROCESS

“Demonstrates a working knowledge of the rehabilitation process through the statuses.”

- Understands statuses, Assessment, Eligibility, IPE, Services, Closed
- Understands assistive technology and modification (van, home, worksite) in the rehabilitation of individuals
- Understanding of policies and practices related to supported employment
- Understanding issues and practices related to specific disabilities, e.g., Addictions, Mental Health, Brain Injury, Learning Disability, Transition from School to Work/Training, etc.
- Understanding tools and resources available
- Understanding and demonstrating Internet supports to working with individuals with disabilities

Counselor demonstrates competencies by....

- Able to explain the rehab process to individuals and their representatives**
- Independently conducts initial interviews and determines whether the application should be completed or deferred.**
- Knows what information is needed to make eligibility decisions and write certificates of eligibility.**
- Knows how to efficiently obtain the information needed.**
- Knows the appropriate time for plan development, and documents appropriate reasoning behind the goal development.**
- Includes in written plan reasonable time frames for service delivery and amendments to reflect major changes and yearly review of plan.**
- Records through case notes timely, accurate and appropriate information in the case record, addresses the issue of long term supports where appropriate, and shares information effectively with customers and families.**
- Understands the finite nature of VR services and communicates it to customers.**
- Discusses case closure in advance of this action, and describes why closure is appropriate.**
- Completes required forms and CMS fields appropriately.**
- Monitors rehabilitation and vocational progress,**
- Understands and uses post-employment services appropriately.**
- Is able to address issues such as rehabilitation crisis, relapse and other challenges encountered by the customer.**

Coaching Suggestions

- “Desk Helper” (brief synopsis) of the different major phases of the “process”.

- Provide opportunities to shadow more experienced counselors as they proceed through the process with specific customers.
- Regular meetings with Supervisor to discuss case issues and review cases.
- Take advantage of courses available through the agency.

Issues faced by persons experiencing disability

“Understands the factors influencing customers view of self and the world as well as the environmental factors influencing the development of personality and the adjustment to disability.”

- Develop sensitivity, appreciation and understanding of what it means to have a disability, i.e., its medical and psychological aspects and what can be done to ameliorate resulting problems
- Identify the primary rehabilitation techniques employed to evaluate, train and identify employment options for persons with disabilities
- Identify physical and environmental adaptations which will enable customers to work or acquire training

Counselor demonstrates competencies by....

- Understands the basic principles of functional assessment.**
- Distinguishes between behaviors that are adaptive and maladaptive.
- Understands basic principles of recovery for persons with addiction and mental illness.
- Gathers pertinent information in order to obtain a clear understanding of the:**
 - **customer’s adjustment;**
 - **work history, family history, educational background, etc.;**
 - **self-assessment, interest and aptitude measures;**
 - **clinical data, medical history, disability specific information.**
- Identifies the barriers to employment for individuals with disabilities.**
- Has an awareness of the stigma and biases that persist concerning the integration of persons with disabilities into the work and community.**
- Understands the variables impacting persons with lifelong disability, acquired disability and hidden disability..
- Employs empowering strategies to address dependent behaviors and dependency upon benefits.

Coaching Suggestions

- Conduct observation of intake and counseling sessions.
- Develop mentoring opportunities with established staff.
- Training in functional assessment
- Coursework in disability awareness
- Coursework in developmental psychology

EMPLOYMENT GOAL DEVELOPMENT

“To be able to demonstrate the skills necessary to empower customers to develop a job goal that is appropriate given the specific life circumstances of that individual.”

- Determine the nature and needs of the various types of individual with disabilities
- Utilize community resources during and after rehabilitation services to assure persons with disabilities attain a satisfactory vocational adjustment
- Compile and utilize assessment information such as prior records, test results, and other pertinent evaluation results
- Coordinate services on behalf of customers with collaborating agencies (e.g., one stop partners, social, educational, financial, vocational, legal, transportation, and housing)
- To understand an individual rehabilitation plan and demonstrate ability to develop a plan with a customer focusing on informed choice
- Develop an awareness of changing demographics within the workforce (e.g., cultural diversity, gender ratios, age distributions)
- Knowledge of CRPs and their service delivery systems for individual with disabilities
- Understanding marketing techniques in placement and job development with employers
- Able to demonstrate the ability to conduct job analysis, environmental assessments

Counselor demonstrates competencies by....

- Utilize assessment information such as prior records, test results, and other pertinent evaluation results**
- To understand an individual rehabilitation plan and demonstrate ability to develop a plan with a customer focusing on informed choice**
- Knowledge of CRPs and their service delivery systems for individual with disabilities**
- Consistently demonstrate in the case record clear documentation of what the individual is looking for in terms of employment, as well as the customer’s expectations of the counselor and the agency.**
- Consistently demonstrate an understanding of the functional limitations of the individual as it relates to the career choice and employment possibilities.**
- Consistently demonstrate active client participation and accountability for goal development, progress, and goal achievement.**
- Demonstrate a variety of techniques to assist the client in moving toward, and developing an employment goal, i.e. interest, aptitude inventories, work experience, family expectation, situational assessments, career exploration, job shadowing, networking, etc.**
- Demonstrate on eligibility certificate an analysis and understanding of functional limitations.**
- Determine the nature and needs of the various types of individual with disabilities**
- Utilize community resources during and after rehabilitation services to assure persons with disabilities attain a satisfactory vocational adjustment**

- Coordinate services on behalf of customers with collaborating agencies (e.g., one stop partners, social, educational, financial, vocational, legal, transportation, and housing)
- Develop an awareness of changing demographics within the workforce (e.g., cultural diversity, gender ratios, age distributions)
- Understanding marketing techniques in placement and job development with employers
- Able to demonstrate the ability to conduct job analysis, environmental assessments
- Show knowledge of labor market tools such as OOH, ONET, DOT and labor trend reports.

Coaching Suggestions

- Observe career counseling sessions.
- Discuss individual cases with counselor prior to employment planning meeting.
- Coursework or in-service regarding employment plan development.
- Have counselor observe employment planning sessions with experienced counselors. Follow this up with supervisory session to address specific questions.

PLACEMENT

“Able to actively take the lead in all phases of placement when appropriate and necessary.”

- Knowledge of employers
- LMI
- Job seeking
- Job analysis
- Job modification

Counselor demonstrates competencies by....

- Demonstrates the necessary skills to collaborate with others to facilitate appropriate placement for customers.**
- Demonstrates, in each case record, that placement has been a major focus since the beginning of the VR process.**
- Utilizes the placement supervisor (and counselor if in office) for advice regarding marketability of occupational choice.
- Demonstrates knowledge and techniques for job searching Employment Security information and the Internet.
- Can show knowledge regarding the use of the One-Stop Centers (Work Force System) and the adjunct services offered to common clients.
- Demonstrates the ability to do a job analysis.
- Can give examples of directly approaching potential employers, to market the agency, and to facilitate job placement for clients.
- Demonstrates an awareness of incentives for employers such as tax credits, OJT, Job Accommodation Network, situational assessments, etc.

Development Activities

- Visit area One Stop and Department of Labor offices.
- Shadow the NHVR placement specialist when presenting a client for placement or when doing “cold-calling”.

Coaching Suggestions

- Role-play explaining Tax credits to employers with supervisor.
- Do a sample job analysis.

Training Options

- Meeting with placement person to understand their role.

KNOWLEDGE OF BENEFITS

“Has a basic working knowledge of customer benefits including SSDI, SSI, General Assistance, and others, and knows how earned income affects the receipt of benefits.”

Counselor demonstrates competencies by....

- Recognizes when to call a benefits specialist or when to refer a customer for services.**
- Knows where to find information when needed.**
- Can explain application process, eligibility and general provisions of SSDI and SSI.
- Can explain, in general, the work incentives under SSDI:
 - Trial Work Period
 - Extended Period of Eligibility (EPE)
 - Impairment related Work Expense (IRWE)
 - Subsidies
 - Continued Medicare coverage
 - Continued eligibility for customers in VR plans
 - Continues Medicaid under SSDI and State Supplement (1905q)
 - Plan for Achieving Self Support (PASS)
- Can explain, in general, the work incentives under SSI:
 - Continued SSI cash payments while working
 - Calculation of SSI payment relative to countable income
 - Continuation of Medicaid coverage after cash benefits end (1619b)
 - Impairment Related Work Expense (IRWE)
 - Continued eligibility for customers in VR plans
 - Plan for Achieving Self Support (PASS)
- Is generally familiar with, but not necessarily an expert regarding, Connecticut's welfare system program eligibility, and is familiar with:
 - Welfare to work – time limits, exemptions
 - TANF, Food Stamps, childcare programs and others
 - Working Person's Title XIX

Coaching Suggestions

- Screen cases with counselor regarding applicability of benefits programs.
- Read guidebooks and brochures provided by these agencies.
- Attend customer workshops provided by bureau experts.
- Recommend training opportunities, e.g.,
- Attend benefits training seminar.
- Meet with benefits counselor.

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Service Delivery

In-the-Field Experience

Provide opportunity to assess the Counselor's ability to integrate principles and training into real-life work

- Demonstrates the ability to work constructively with other professionals as a member of a team
- Demonstrates application of rehabilitation skills through supervised practical and independent experience
- Demonstrates ability to move customers through the VR process

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Counselor demonstrates competencies by....
Coaching Suggestions

COUNSELING SKILLS

“Demonstrates counseling techniques needed to develop partnership relationships and move customers through the rehabilitation process.”

- Understanding the psychology of disability
- Demonstration the ability to understand the vocational implications for individuals with disabilities
- Understanding human social behavior and the cultural influences
- Apply interpersonal skills in interviewing and communicating satisfactorily with persons who have disabilities, their families, related professionals and the general public
- Understand individual and group behavioral change interventions which will improve the employment potential of persons with disabilities
- Develop effective, sensitive communication skills to build rapport and channels of communication (e.g., active listening, giving and receiving feedback and conflict resolution)
- Incorporate cultural sensitivity into daily practices and interactions with customers

Counselor demonstrates competencies by....

- Uses good listening skills to develop counseling relationship**
- Explains program clearly**
- Conveys a positive outlook**
- Focuses counseling on employment**
- Demonstrates respect for customers from various cultures and socioeconomic backgrounds.**
- Identifies action plans (steps) and sets limits.**
- Demonstrates appropriate boundaries in counseling relationship.**
- Seeks assistance, as needed, to work with difficult and complex customer situations.**
- Understands the role of the rehabilitation counselor and how it differs from other helping professions.**
- Casework describes counseling activities: how agreements are reached, how barriers are addressed, how decisions are made.**
- Case notes reflect career planning and decision making.**

Coaching Suggestions

- Model counseling interventions for a variety of counseling situations
- Observe and critique counseling sessions
- Provide clinical overview of cases.
- Provide opportunities to observe colleagues demonstrating good skills
- Read materials such as “Getting to Yes”, “Disability Handbook”, etc.
- Identify additional training, coursework or seminars in casework, counseling and disability information

**Regional Leader page
Counseling and Interpersonal**

Customer involvement and self management

“Demonstrates an understanding of the methods used in rehabilitation to solve customer problems, and how to utilize available resources to improve customer access, quality of services and decision making”

- Use problem solving skills to assist persons with disabilities in attaining individualized goals suited to their abilities and needs
- Use writing skills or clear, concise and accurate case reporting
- Engage in customer advocacy on behalf of people with disabilities and facilitate customer input in making informed choices
- Apply case-management skills to disability benefit programs, while working to reduce disincentives to employment
- Utilize rehabilitation technology and adapted computer application service delivery
- Facilitate awareness of the world of work and the role of environmental factors in job analysis, job placement activities and vocational adjustment
- Consult with and include the customer as a service/system designer
- Provide customers with information and assistance about human, legal and civil rights so that they will be empowered to speak on their own behalf and obtain assistance when necessary
- Identify and prioritize goals with customers (or with their representatives as appropriate)
- Demonstrates the integration of informed choice in the rehabilitation counseling process.”

Counselor demonstrates competencies by....

- Understands that informed choice is a principle of the agency**
- Case record demonstrates the data considered in making decisions regarding services, goals, providers, similar benefits etc.,**
- Routinely utilizes and disseminates agency literature explaining program parameters and options.**
- Has a clear understanding of client’s rights and responsibilities and recourse (such as mediation, informal review and administrative hearing), and can explain this verbally and in writing utilizing language that can be understood by the customer.**
- Case record is clear about agreement and differences.**
- Customers are routinely informed of their options in developing “partnership” relationships and the models and mechanisms available for employment plan development.**
- Demonstrates in counseling sessions and contact notes a range of choices for the customer.**
- Demonstrates verbally and in the case record the parameters for agency participation and the alternatives the customer may pursue independently.**

Coaching Suggestions

- Model/shadow more experienced counselors.

COLLABORATION

“Is able to work cooperatively with others, be a team member, and accept supervision and coaching.”

- Demonstrates ability to collaborate and cooperate with others
-

Counselor demonstrates competencies by....

- Accepts constructive feedback and improves.
- Connects customers to other resources as needed.
- Collaborates with other supports around customer as needed.
- Implements suggestions made by Regional Leader.
- Assumes responsibility for agreed upon actions.
- Demonstrates collaboration with colleagues.
- Presents cases where he/she sought assistance from a colleague, supervisor, or provided assistance/information to a colleague.
- Volunteers to take on a task for a group, an office, agency.
- Makes suggestions for improving office efficiency

Coaching Suggestions

- Assign a project involving working as a member of a team.
- Review and monitor a case where teaming is required.
- Have counselor conduct a self-rating of his/her performance.
- Have counselor select a committee to participate on.
- Review a case with counselor to identify all the potential supports for the customer, i.e. family, advocates, and treatment resources.
- Readings on teamwork
- Participates in group activity (Group Orientation, career assessment workshops, job club etc.)
- Recommend additional training, e.g., Team building workshops, Person-centered planning