



State of Oregon Position Description

Company: Commission for the Blind
Organization: OCB - CFO Operations - OCB
Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Human Services Assistant 2	Job Profile ID:	C6606
Business Title:	Counselor Assistant	Position ID:	000000053063
Employee Name:	Vacant	Company ID:	58500
Representation:	OAS	Budget Auth No:	1293500
Location:	Portland OCB		
Supervisor:	Michael Wolff (Business Operations Supervisor 2)		
Position:	Human Services Assistant 2		
Time Type:	Full Time		
FLSA:	Non Exempt		
Exempt Reason:			
Overtime Eligible:	Yes		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Commission for the Blind (OCB) provides vocational rehabilitation and independent living services to Oregonians who experience vision loss. The Commission is governed by a 7-member Commission that are Governor-appointed/Senate-confirmed.

The OCB Mission is to empower Oregonians who are blind to fully engage in life. We fulfill this mission by administering federally- and state-funded vocational rehabilitation and independent living programs that support Oregonians who are blind or visually impaired in going to work and living independently in their homes and communities.

The Agency's core values include:

- Customer service – Dedication to meeting the needs of our clients and customers and to honoring our commitments;
- Leadership – Being open and authentic, and lifting others up while building consensus towards a common goal;
- Integrity – Meeting commitments, acting responsibly with public and personal trust and being accountable for words and actions;
- Professionalism – Embodying a commitment to quality and pride in our work;
- Operational excellence – Striving for the highest quality and for continuous improvement;

- Innovation – Developing creative solutions and putting them into action; and
- Collaboration – Demonstrating an ability to facilitate, negotiate, build consensus, develop strong teams, and empower others.

We are committed to ensuring that people have access to options and opportunities and are equipped with the tools and resources they need in order to make meaningful choices for their lives.

The Commission for the Blind has six major program objectives in support of our mission:

1. Helping Oregonians who are blind get and keep jobs that allow them to support themselves and their families;
2. Training Oregonians in skills related to dealing with blindness such as adaptive technology, white cane travel, braille, and activities of daily living;
3. Supporting in-school youth who are blind as they transition from high school to further education, training, and employment through the provision of pre-employment transition services;
4. Helping those senior citizens and individuals who experience vision loss acquire essential adaptive skills so that they may remain independent in their homes and active in their communities;
5. Licensing and supporting business owners who are blind who operate food service and vending operations in public buildings throughout the state; and
6. Assisting Oregon businesses to attract and retain qualified job seekers who are blind as part of their overall hiring and diversity initiatives.

The agency's Vocational Rehabilitation Program provides job assistance through a state/federal partnership. We work as a team to pair businesses in search of skilled and dedicated employees with a pool of talented job candidates who are blind or visually impaired. These services are free to Oregonians who are legally blind.

Prospective clients are referred to the VR Program by medical professionals, partner agencies, family members and other health care providers. Our Vocational Rehabilitation Counselors work with clients to develop an individual employment plan designed to help reach goals that meet the client's specific interests, aptitudes and strengths. The intent is to ensure that individuals who experience vision loss possess the confidence and skills they need to work competitively.

The Vocational Rehabilitation Program works in conjunction with other agency programs to insure that OCB's mission is carried out.

This position reports to the Business Manager of the Oregon Commission for the Blind. This position is responsible for providing direct case service and client support in cooperation with professional staff who provide service to clients served by our Portland office. This includes completing, compiling and assisting clients with forms, entering information into case management system, assigning clients to counselors, assisting in orientation, providing client interaction, observation, documentation and case file maintenance. Answer questions about OCB services, share local and national resources related to persons with vision loss and make appropriate referrals to other services/agencies/entities as appropriate. The person in this position provides support for the OCB Vocational Rehabilitation staff including, but not limited to: scheduling appointments, conducting in-takes, obtaining medical records, filing, keeping client files up to date, reporting, documentation and reconciling invoices to client authorizations. This position also provides administrative support to OCB's Portland office and other field offices throughout the state based on agency needs.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

50% - R - E - Client Support Services

- Completes computerized forms with demographic information received during initial contact with client
- Compiles information about clients (e.g., physician's reports, required signature on documents) and completes forms in computerized caseload management system with this information, assigns client to appropriate counselor.
- May assist in orientation of clients, distributing informational packets and answering questions as required
- Provides clients with information and resource materials when requested by Vocational Rehabilitation Counselors.

25% - R - E - Casework Support Services

- Creates, organizes, and maintains client filing system
- At the request of and under supervision and review from professional staff, provides follow-up and case documentation by maintaining contact with clients, in order to observe and report progress and verify that established case plan is being carried out
- Provides informal feedback regarding interactions and conversations with clients to professional staff
- At the request of and under supervision and review from professional staff generates authorizations
- Assists clients with setting up appointments for eye, general medical and other examinations
- Research client files for information requested by Vocational Rehabilitation professionals
- Uploads case notes to Electronic Case Management system, as requested by Vocational Rehabilitation professionals
- Maintains current, closed, and outdated files
- Follows up on unpaid authorizations, works with vendors to obtain invoices, matches invoices to authorizations for payment
- Provides monthly administration support for reporting by Vocational Rehabilitation Counselors, Rehabilitation Teachers and/or Assistive Technology Trainers.
- Performs monthly case reviews on files received from other OCB offices, reports findings and makes minor corrections
- Performs quarterly post-exit surveys on vocational rehabilitation clients
- Assists clients, volunteers, interns, and internal customers in completing invoices and forms
- Assists clients in completing required applications and forms for services from sources inside and outside the agency
- Keeps client contact lists and files up to date for office use
- Assists in on-going client satisfaction program reviews
- Assist visually-impaired staff when necessary and appropriate

15% - NC - E - Referrals and Information

- Reviews incoming clients' requests for services against written agency criteria
- Calls client to verify information
- Sends referral forms to appropriate service providers
- Answers phone inquiries concerning agency programs and services and sends follow-up information in response to inquiries

10% - NC - E - Other

- Holds a state credit card and makes purchases requested/authorized by agency staff and managers
- Tracks purchases made on the state credit card via a reconciliation log, secures the required documentation for each purchase and makes timely submissions of credit card invoices/documentation to manager for approval
- Sets up travel arrangements for clients and staff
- Attend monthly staff meetings
- Assists in covering front desk when appropriate
- Other duties as assigned

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Work is in an open office environment with a regular ambient noise level. May experience frequent interruptions.

Physical demands include repetitive use of hands and fingers (e.g., use of a computer keyboard). Requires lifting and carrying materials up to 25 lbs., including boxes, equipment and stopping or kneeling, twisting, lifting over-head at times (e.g., to move supply delivers to appropriate place). Sitting for long periods of time (4 – 8 hours) is necessary.

Work includes tight and changing deadlines. Must be able to work independently and as well as in a team setting.

High public contact. Contact with clients who may be hostile or angry.

This position requires working with highly sensitive and confidential information. Maintaining confidentiality is essential, trustworthiness and honesty is absolutely necessary.

Employees of the Oregon Commission for the Blind are required to meet the highest standards of professional conduct and ethics while on the job. Must be able to pass a national criminal background check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check. Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible for promoting and fostering a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful, and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the agency's diversity strategies and goals.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Front desk procedures, accounting procedures, OCB system procedures, state employee union contract and position description. Agency/state/federal policies and guidelines.

How are these guidelines used?

The pertinent Federal laws/Regulations and State and agency policies/procedures are used as operational instructions and guidelines for communications, decisions and actions taken by the person in this position. Procedures and reporting tools are designed to be consistent with all relevant laws and regulations.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Clients	In Person, by mail, email or telephone	Provide Assistance and Resources	Daily
Community Organizations	In Person, by mail, email or telephone	On behalf of clients	Daily
General Public	Phone	Handle Request for information	Daily
Other Agency Employees	In Person, by mail, email or telephone	Provide Assistance and Resources	Daily
Physicians	Email	Obtain Medical Information	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Types of Decisions	Effect of Decisions
Appropriateness and accuracy of invoices	Payment of bill is initiated
Filing	Confidential Information
Appropriate referral sources for clients	Clients receive appropriate support services
Need for medical documentation for eligibility Determination	Timely eligibility decisions
Initial screening of inquiries	Potentially eligible clients are referred, ineligible People are referred to appropriate programs

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Business Operations Supervisor 1		In Person, by mail, email or telephone	Regularly	Assign work, review processes and performance, coaching and development. All aspects of supervision.

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is very visible in the provision of customer service to clients, OCB staff, and the public. This position requires compassion, empathy, patience, and understanding. The individual must have a willingness to assist individuals with various basic needs and be able to work with a diverse population.

Strong computer skills are required: Database experience, Outlook, Excel, and Word as well as familiarity with Adobe. Position requires experience with multi-line telephone system. Printer, copier and fax machine troubleshooting, cartridge installation, etc.

Must be able to prioritize and organize workflow in the face of multiple and sometimes competing tasks and responsibilities. Position requires attention to detail with strong critical thinking, written, and verbal communication skills. Also required to handle several projects at a time while responding to telephone inquiries and yet remain calm and courteous. Confidentiality is imperative.

Security of login and password information for various systems must be maintained according to the state's Security Policy.

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area

Biennial Amount

Fund Type

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Appointing Authority

Date