

EMPLOYMENT SERVICES ASSISTANT

- 494048
- YUMA
- DEPT OF ECONOMIC SECURITY
- Full-time

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona.

DES works with families, community organizations, advocates and state and federal partners to realize our collective vision that every child, adult, and family in Arizona will be safe and economically secure.

DES serves more than 3 million Arizonans Our Mission is to make Arizona stronger by helping Arizonans reach their full potential through temporary assistance for those in need, and care for the vulnerable.

EMPLOYMENT SERVICES ASSISTANT

Division of Employment and Rehabilitation Services (DERS)

Rehabilitation Services Administration (RSA)

Job Location:

Address:

1800 South Palo Verde Street, Yuma, AZ 85365

Posting Details:

Salary: 12.8725

Grade: 13

Closing Date:

Job Summary:

The Employment Services Assistant is responsible for providing potential applicants with a basic overview of Vocational Rehabilitation services, arrange for an office orientation session, and complete initial interviews. This individual works closely with clients to inform them of appointments, assist

them in contacting and working with vendors and utilize community resources. The Employment Services Assistant disseminates information to clients, vendors, and providers as well as keeps the counselors informed of relevant information regarding their case load. This individual provides support to counselors by assisting with obtaining information used to determine eligibility, plan appropriate services, and address client issues. This individual also provides counselors with support by assisting with maintenance of Electronic Case Files (ECF), as well as monitoring crucial, service time-lines.

Job Duties:

- Perform support duties by assisting with various duties of the counselor for case management. Provide team approach assistance to counselor for the client referral process through closure of the client's case.
- Interview applicants for intake & provide case note with general client information of client self-report of disability, socio-economic information, medical/psychological issues, and general disability related issues.
- Maintain client case files to ensure all information is up-to-date.
- Provide assistance to client with direct contact to identify client issues, clarify issues, understand the client services, understand counselor's directions, and assist the client directly or bring to the counselor's attention
- Direct client to community organizations, private agencies, institutions, inter/intra agency groups, and other social services to assist the client to achieve successful outcomes related to disability needs.
- Correspond with the client to inform and remind them of appointments for assessments, counselor appointments, and request documentation.
- Provide information about Rehabilitation Services Administration programs.

Knowledge, Skills & Abilities (KSAs):

- Knowledge of Federal and State laws and regulations in regard to provision of rehabilitation services to individuals with disabilities.
- Knowledge of guidelines and best practices of the Vocational Rehabilitation program.

- Knowledge of a variety of disabilities, general knowledge of disabling medical conditions, and available community resources.
- Knowledge of various computer software programs, to include Microsoft Office Suite, internet applications, and email.
- Observing behaviors with regard to possible employment and employment expectations.
- Caseload management assistance.
- Data entry and maintain up-to-date progress notes.
- Written and verbal communication.
- Ability to establish and maintain effective working relationships.
- Ability to prioritize, assign, and review work.
- Ability to research and prepare letters for the Vocational Rehabilitation Counselor's signature.

Selective Preference(s):

- The ideal/preferred candidate will possess experience working with persons with disabilities.

Pre-Employment Requirements:

- An associates of Arts/Sciences or Applied Sciences in a discipline related to human services; Or 21 semester hours in a discipline related to human services and one (1) year of experience in a vocational rehabilitation or independent living program; Or a high school diploma or General Equivalency Diploma (GED) and two (2) years of experience in a vocational rehabilitation or independent living program; Or three (3) years of experience in an organized program providing services to individuals with developmental disabilities. Completion of a certificate program in disability awareness, social services, substance abuse, or other behavioral services field from an accredited college substitutes for one (1) year of experience.
- Arizona Level 1 clearance card.
- Successfully complete the Electronic Employment Eligibility Verification Program (E-Verify), applicable to all newly hired State employees.
- Successfully pass background and reference checks; employment is

contingent upon completion of the above-mentioned process and the agency's ability to reasonably accommodate any restrictions.

-Candidates for this position shall be subject to a search of both the Child Protective Services Central Registry pursuant to A.R.S. 8-804 and the Adult Protective Services Registry pursuant to A.R.S. 46-459.

Benefits:

We offer a competitive benefits package that is unmatched by the private sector and a culture that encourages team success and advocates for personal advancement.

- Affordable Health, Dental, Vision and Life and Disability Insurance
- 10 holidays per year
- Paid Vacation and Sick time off - start earning it your 1st day
- Eligible to participate in the Public Service Loan Forgiveness Program (must meet qualifications)
- Contribute to, and participate in the Arizona State Retirement System
- Ride Share and Public Transit Subsidy
- Career Advancement Opportunities
- Tuition reimbursement
- Opportunity to work remotely (home office) on an ad-hoc basis

For a complete list of benefits provided by The State of Arizona, please visit our [benefits page](#)

Retirement:

State employees are required to participate in the Arizona State Retirement System (ASRS), the State sponsored retirement contribution plan and the Long-Term Disability (LTD) program after a 27-week waiting period. The ASRS defined benefit plan provides for life-long income upon retirement. You will also have the option to participate in a voluntary deferred compensation program to take advantage of tax-deferred retirement investments.

On, or shortly after, your first day of work you will be provided with

additional information about the available insurance plans, enrollment instructions, submission deadlines and effective dates.

Contact Us:

Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting 602-542-0081.

Requests should be made as early as possible to allow time to arrange the accommodation. Arizona State Government is an AA/EOE/ADA Reasonable Accommodation Employer.