



# Vocational Rehabilitation and Employment (VR&E) Employment Coordinator (EC) Technical Competencies

Version 1: August 28, 2014

*Extracted from the Vocational Rehabilitation and Employment (VR&E) Competency Model  
Report, Dated September 2011*



**U.S. Department of  
Veterans Affairs**



An HR&A Initiative to invest in people development,  
talent acquisition and workforce engagement for the  
delivery of high-quality healthcare, benefits and other  
services to Veterans and their families.



**Department of  
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## Overview

The information in this document, including table numbers, is derived from the Vocational Rehabilitation and Employment (VR&E) Competency Model Report, dated September 2011.

This document contains the technical competencies for the specified position and provides the following detailed information:

- A list of all technical competencies for the position.
- For each technical competency, a profile is provided that includes the Competency:
  - Description/Definition
  - Proficiency Ratings
  - Proficiency Levels
  - Behavioral Indicators



## EC Technical Competencies

The table below identifies the technical competencies for the VR&E EC position.

**Table 1: EC Technical Competencies**

Employment Coordinator (EC) Technical Competencies	
1.	Counseling Veterans
2.	Federal and State Rehabilitation Laws, Rules, Regulations, and Guidelines
3.	VA Networks and Databases
4.	Disability Awareness and Assessment
5.	Job Development – Job Placement
6.	Vocational Assessment and Evaluation
7.	Case Management
8.	Guiding/Influencing
9.	Reporting/Record Keeping



## EC Technical Competency Profiles

The tables below identify the competency profiles for the VR&E EC position.

**Table 2: EC – Counseling Veterans**

Counseling Veterans				
Description/Definition: The application of counseling and therapy techniques while assisting Veterans in order to develop and maintain successful relationships.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Works with Veterans to identify significant interests, aptitudes, abilities, and characteristics.	✓		
	Provides guidance to help Veterans make realistic choices.			
2 – Foundational	Helps Veterans to establish realistic objectives and goals.		✓	✓
	Ensures Veterans adhere to the rehabilitation plan.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

**Table 3: EC – Federal and State Rehabilitation Laws, Rules, Regulations, and Guidelines**

Federal and State Rehabilitation Laws, Rules, Regulations, and Guidelines				
Description/Definition: The body of policies and procedures that govern the actions of VA employees and aid them in providing Veterans the best quality of service throughout the vocational rehabilitation process.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Understands eligibility and entitlement processes for Vocational Rehabilitation Services.	✓		
	Follows professional ethics as published by appropriate professional organizations (e.g., National Rehabilitation Association, the American Rehabilitation Counseling Association, the Commission on Rehabilitation Counselor Certification).			
3 – Intermediate	Researches information using available resources (e.g., SHARE) to identify appropriate benefits to Veterans.		✓	
5 – Expert	Identifies innovative best practices and non traditional methods, trends, and patterns to improve quality of service.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 4: EC – VA Networks and Databases**

VA Networks and Databases				
Description/Definition: Utilizing computer networks and information systems and adhering to policies governing their use to enter or acquire necessary data.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Evaluates Veteran's records on a recurring basis to assess the current condition and progress.	✓		
	Applies basic computer application skills (e.g., MS office suite).			
3 – Intermediate	Maintains appropriate records and charting information to ensure an accurate portrayal of the Veteran's activities, condition, and progress.		✓	
4 – Advanced	Documents all case management steps in the Corporate Case Management Information System (CWINRS) to ensure VA procedures are followed.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

**Table 5: EC – Disability Awareness and Assessment**

Disability Awareness and Assessment				
Description/Definition: Understanding disabilities and identifying barriers to rehabilitation goals.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Understands employment handicaps and restrictions as they apply to potential job opportunities.	✓		
2 – Foundational	Identifies vocational impairment to determine Employment Handicap (EH) and Serious Employment Handicap (SEH).		✓	✓
	Assesses individual's functional and severe functional limitations of disabilities and identifying reasonable accommodations for employment.			
	Assesses work sites to ensure employers make the necessary modifications and accommodations for Veterans to perform work duties safely.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 6: EC – Job Development – Job Placement**

<b>Job Development – Job Placement</b>				
<b>Description/Definition: Identifying opportunities and resources essential for Veterans seeking, obtaining, and maintaining employment.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
1 – Basic	Creates, edits, and provides constructive feedback on resumes.	✓		
	Understands current labor market trends.			
	Identifies employment opportunities (e.g., cold-calls, job fairs, web site searches, chamber of commerce).			
3 – Intermediate	Discusses the labor market with Veterans to inform them of the salary, demand, and entry-level requirements of various positions.		✓	
	Implements job search skills training (resume development, accessing job seeking resources, seminars, workshops, job clubs).			
5 – Expert	Educates employers about special incentives for hiring Veterans.			✓
	Leads presentations and workshops to educate state VR's nonprofit organizations on specific disabilities related to Veterans and best practices related to employment.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

**Table 7: EC – Vocational Assessment and Evaluation**

<b>Vocational Assessment and Evaluation</b>				
<b>Description/Definition: Conducts individual assessments of Veterans to identify, prepare for, and secure employment opportunities. Performs personality, intelligence, and vocational interests tests.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
1 – Basic	Identifies and assesses Veterans transferable skills.	✓	✓	✓
	Provides labor market information to support vocational exploration.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 8: EC – Case Management**

Case Management				
Description/Definition: Working with the Veteran through the stages of the Vocational Rehabilitation process. Monitoring and supporting progress, modifying plan as needed and ending the process when plan goals have been obtained or Veteran has ceased accepting Vocational Rehabilitation Services.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Manages activities for plan progression to ensure plan goals are met in a timely manner.	✓		
	Manages activities for employment services for Veterans who are job ready.			
3 – Intermediate	Recommends appropriate adjustments to rehabilitation plan as needed.		✓	✓
	Identifies needs in an individual's plan or during case management in order to procure rehabilitation goods, services, and benefits.			
	Monitors Veterans' progress to determine if gaps exist between the plan objectives and actual progress.			
	Provides consultation to team members when a change of status is recommended (e.g., from RTE to JRS).			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

**Table 9: EC – Guiding/Influencing**

Guiding/Influencing				
Description/Definition: Guiding others to accept recommendations, cooperate, or change their behavior. Working with others towards an agreement. Working to find mutually acceptable solutions.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Suggests that stakeholders comply with recommendations.	✓		
	Discusses important issues with others who are resistant.			
3 – Intermediate	Resolves conflicts, grievances, confrontations or disagreements in situations that involve moderately complex matters and a moderate degree of conflict or pressure.		✓	
5 – Expert	Persuades external and internal stakeholders, to cooperate, accept recommendations or consider other options.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA





**Table 10: EC – Reporting/Record Keeping**

<b>Reporting/Record Keeping</b>				
<b>Description/Definition: Develops and maintains all necessary documents, files, inventories, communications, and tools</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
1 – Basic	Follows mandatory reporting and record keeping procedures.	✓		
	Complies with mandatory Privacy and Information Security Awareness training.			
3 – Intermediate	Verifies completion and accuracy of checklists.		✓	
	Disposes of records and reports according to Federal/VA regulations.			
5 – Expert	Establishes reporting requirements and ensures that they are followed.			✓
	Complies with all requirements pertaining to laws and regulations governing Federal correspondence and recordkeeping.			
	Reviews Counseling/Evaluation/Rehabilitation (CER) folder for errors and missing documents to ensure proper documentation and data storage.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

