



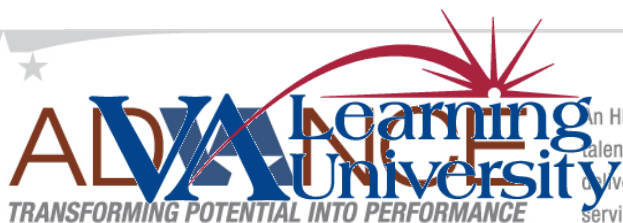
# Vocational Rehabilitation and Employment (VR&E) Vocational Rehabilitation Counselor (VRC) Technical Competencies

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*Extracted from the Vocational Rehabilitation and Employment (VR&E) Service 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  
Veterans Affairs**

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## Overview

The information in this document, including table numbers, is derived from the Vocational Rehabilitation and Employment (VR&E) Service 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

## VRC Technical Competencies

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

**Table 1: VRC Technical Competencies**

Vocational Rehabilitation Counselor (VRC) 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



## VRC Technical Competency Profiles

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

**Table 2: VRC – Counseling Veterans**

Counseling Veterans				
Description/Definition: The application of counseling and therapy techniques while assisting Veterans in order to develop and maintain successful relationships.				
Proficiency Ratings	Behavioral Indicators	Proficiency Levels		
		E	A	J
3 – Intermediate	Counsels Veterans who present combinations of psychosocial needs.	✓		
4 – Advanced	Provides personal adjustment and problem solving counseling to veterans to allow rehabilitation plan to continue on schedule.		✓	
5 – Expert	Counsels Veterans with extraordinary or complex disability issues and special needs (e.g., poly trauma, TBI).			✓

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: VRC – 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				
Proficiency Rating	Behavioral Indicators	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, American Rehabilitation Counseling Association, Commission on Rehabilitation Counselor Certification).			
3-Intermediate	Researches information using available resources (e.g., SHARE) to identify appropriate benefits to Veterans.		✓	
4-Advanced	Mentors other VRCs to ensure compliance with VA policies and procedures related to rehabilitation.			✓

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: VRC – VA Networks and Databases**

VA Networks and Databases				
Utilizing computer networks and information systems and adhering to policies governing their use to enter or acquire necessary data				
Proficiency Rating	Behavioral Indicators	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: VRC – Disability Awareness and Assessment**

Disability Awareness and Assessment				
Understanding disabilities and identifying barriers to rehabilitation goals.				
Proficiency Rating	Behavioral Indicators	Proficiency Levels		
		E	A	J
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.			
4-Advanced	Uses knowledge of Veteran's physical and mental abilities [acquired through interviews, medical reports, test results, and the job market] to assess the feasibility of employment and vocational rehabilitation services.		✓	
	Oversees a comprehensive Independent Living assessment.			
5-Expert	Analyzes mental and physical disabilities or other handicaps in order to determine their practical effects on motivations, adjustment to training, and difficulty in employment placement.			✓

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: VRC – Job Development-Job Placement**

Job Development-Job Placement				
Identifying opportunities and resources essential for Veterans seeking, obtaining, and maintaining employment.				
Proficiency Rating	Behavioral Indicators	Proficiency Levels		
		E	A	J
2-Foundational	Develops and maintains partnerships with potential employers.	✓		
	Establishes partnerships with local and state agencies (e.g., career link, one stop, Department of Rehabilitation Services) to facilitate employment services.			
	Assesses Veterans job readiness.			
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 non profit 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: VRC – Vocational Assessment and Evaluation**

Vocational Assessment and Evaluation				
Conducts individual assessments of Veterans to identify, prepare for, and secure employment opportunities. Performs personality, intelligence, and vocational interests tests				
Proficiency Rating	Behavioral Indicators	Proficiency Levels		
		E	A	J
3-Intermediate	Interprets and applies results of Vocational Assessment Tests.	✓	✓	
	Analyzes and synthesizes data concerning the individual that considers factors such as personality structure and dynamics to determine optimal career path.			
4-Advanced	Provides professional expertise to assess Veterans with special needs.			✓
	Provides expert consultation to other staff members regarding test administration and evaluation to ensure accurate interpretation of results.			

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: VRC – Case Management**

Case Management				
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.				
Proficiency Rating	Behavioral Indicators	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).			
5-Expert	Facilitates meeting with treatment team members (e.g., primary care doctors, social workers) to discuss adjustments in treatment or rehab plans.			✓
	Manages contractors to ensure department is providing quality services to Veterans.			

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: VRC – Guiding/Influencing**

Guiding/Influencing				
Guiding others to accept recommendations, cooperate, or change their behavior. Working with others towards an agreement. Working to find mutually acceptable solutions.				
Proficiency Rating	Behavioral Indicators	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: VRC – Reporting/Record Keeping**

Reporting/Record Keeping				
Develops and maintains all necessary documents, files, inventories, communications, and tools				
Proficiency Rating	Behavioral Indicators	Proficiency Levels		
		E	A	J
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

