

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

REHABILITATION CASE COORDINATOR SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>	<u>EFFECTIVE</u>
REHABILITATION CASE COORDINATOR I	38141	8-1-23
REHABILITATION CASE COORDINATOR II	38142	8-1-23

SERIES INTRODUCTION:

This series includes positions responsible for coordinating customer records and services to support Vocational Rehabilitation (VR) and Home Services Program (HSP) rehabilitation counselors and rehabilitation/mobility instructors in an agency field office; Rehabilitation Case Coordinators (RCC's) I and II perform clerical and support functions: keyboard case documents, case notes and correspondence, maintain confidential case materials, prepare vouchers, respond to customer and general public routine questions, and communicate with vendors regarding provision of services and payments issues.

Key distinctions between RCC I and RCC II positions are the level and intensity of supervision and training received, and decision-making scope and authority. RCC I positions receive direct supervision and functional guidance from RCC II's and counselors/instructors, concerning case-coordination assignments and clerical tasks. Positions at the first level receive in-service training to acquire and develop understanding of federal, state, and agency rules, regulations policies, procedures, current operating practices, case management system utilization and navigation in the provision of services to customers, case-coordination, monitoring, and rehabilitation terminology.

The Rehabilitation Case Coordinator II independently performs case service tasks and activities essential to securing and coordinating information and data pertinent to effective service delivery activities. RCC II's review work prepared by RCC I's and provide in-service and situational training to lower-level staff. Both levels of coordinators assist new employees.

REHABILITATION CASE COORDINATOR I

POSITION CODE: 38141

## DISTINGUISHING FEATURES OF WORK:

Under direct supervision, receives instruction and guidance to navigate and utilize the agency case management system to successfully enter, organize, coordinate and monitor customer case records and documents to determine case status; performs routine clerical tasks essential to securing and maintaining sensitive case records and documentation, and to facilitate the purchase and delivery of services; follows state, federal and agency rules, regulations, policies, procedures and standard operating practices; prepares annotated reports for counselor/instructor; interacts daily with internal and external customers by various means; prepares authorizations and ensures vouchers are correctly prepared and paid timely; maintains, and, keeps case files current; travels to training sessions.

## ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans daily casework activities, according to predetermined standards or counselor/instructor direction; determines customer case priorities based on information in case management system, recent contact, reports, and other factors; communicates daily with individual and community providers, employers, and customers, establishes rapport and cultivates working relationships to ensure appropriate delivery of services to safeguard the health, safety, and well-being of customers; reports, as mandated, concerns and issues to counselor/instructor for guidance.
2. Meets with counselor, instructor, and/or RCC II on a regular basis to plan and/or discuss general casework activities; consults with counselors or RCC II's concerning sensitive issues occurring within the scope of casework responsibility; participates in team meetings with the counselor and supervisor to discuss caseload management activities.
3. Compiles necessary information for payment of services provided; verifies accuracy of billings, reconciles errors, and keys information into the payment system to create a voucher for payment; reviews and processes individual provider timesheets; enters data timely into the electronic payment and approves for payment; assists with gathering information for audits, subpoenas, and appeals; receives, processes and distributes mail.
4. Serves as an informational and interpretive resource to applicants and customers concerning procedures, rules and regulations, agency functions, services available and application processes; provides information to applicants, customers, and other interested persons regarding various aspects of the vocational rehabilitation and home services program procedures, policies, eligibility criteria, and payment processing system; refers to a counselor or instructor as warranted; schedules own, and counselor's, appointments with customers and vendors; documents all activity and contacts specific to each customer into the case management system; assists with telephone coverage and office receptionist duties when needed.

## REHABILITATION CASE COORDINATOR I (Continued)

5. Participates in a structured in-service and situational training program including emphasis on developing knowledge, skills, and best practices in the provision of services and empowerment of individuals with disabilities; attends staff meetings to acquire and enhance knowledge of program services, agency philosophy and operations, policy and procedures, medical and rehabilitation terminology, relevant state and federal procedures and associated rules and regulations, and knowledge and use of the case management system in the provision of services to individuals with disabilities.
6. Under specific instruction of the counselor and utilizing a higher level case service coordinator as a referral source; contacts appropriate agencies, service providers, academic institutions, and employers to compile pertinent customer background information as case record documentation; contacts and engages vendors on various matters, including: to ascertain and confirm timely initiation of scheduled services, discuss customers well-being, inquire on missing, incomplete, or substandard reports, pricing and cost adjustments for services, and other topics.
7. Enters correspondence, case notes, updates, and ensures all essential documentation is up-to-date; ensures all required signatures have been obtained, and are current, valid and documented.
8. Prepares packets of program enrollment information and documentation for individual providers and renders assistance in preparation and submission processes; teaches individual providers and customers to use the electronic timekeeping system, including submission of time sheets to ensure payment is accurate and timely.
9. Receives, sorts and opens mail; routes and distributes to appropriate staff; assists with gathering information for audits, subpoenas, and appeals.
10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires two years of clerical related experience that demonstrates incorporation of working-level proficiency and accuracy in performing keyboarding functions.

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

## REHABILITATION CASE COORDINATOR I (Continued)

Knowledge, Skills and Abilities

Requires working knowledge of business English, arithmetic and current office practices and procedures. .

Requires elementary knowledge of agency rules, regulations, policies and procedures.

Requires elementary knowledge of casework methods and procedures.

Requires elementary knowledge of principles of providing customer service and assistance.

Requires elementary knowledge of methods and techniques of empowering and inspiring.

Requires ability to keyboard accurately at a working rate of speed and operate various office equipment.

Requires ability to operate a personal computer and utilize relevant software.

Requires ability to maintain customer case files and statistical records and prepare reports as requested.

Requires ability to communicate clearly, both orally and in writing.

Requires ability to employ empathy and compassion while servicing customer needs.

Requires ability to establish and maintain satisfactory working relationships with applicants, customers, social service agencies, and other staff.

Requires ability to gain an understanding of medical terminology and social services vocabulary as related to the coordination of customer case material.

Requires ability to understand and follow written and oral instructions.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a specified skill level or be proficient in sign language at the appropriate level on the sign language assessment tool in carrying out position duties in conjunction with non-English speaking individuals.

REHABILITATION CASE COORDINATOR II

POSITION CODE: 38142

## DISTINGUISHING FEATURES OF WORK:

Under direction, performs case service-related clerical tasks and activities to secure and coordinate information and customer data pertinent to delivery of services; secures, coordinates and maintains case records and documentation, keyboards updates into the case management system, and facilitates the purchase and delivery of services in accordance with applicable federal and state laws and associated rules, regulations, and agency policies and procedures; monitors customer case status; maintains case files; compiles and prepares case-related reports; initiates authorizations for provision of customer services and ensures vouchers are prepared and paid timely; interacts daily with internal and external customers in person, by phone, or other means; provides in-service and situational training to RCC I's; conducts preliminary Interviews, takes initial applications, and gathers necessary records prior to first counselor meeting with customer.

## ILLUSTRATIVE EXAMPLES OF WORK:

1. Monitors the case management system details of service delivery, case movement and case status to determine activity required for each customer; communicates with internal and external customers, including individual and community providers, employers, and the general public; establishes rapport, and encourages and empowers customers to accept self-responsibility for participation in services; monitors and confirms appropriate delivery of services to ensure the health, safety, and well-being of customers; provides information, guidance and assistance to customers to navigate the eligibility, application, and services system processes and procedures associated with the vocational rehabilitation and home services programs, and to overcome obstacles and barriers to services, making referrals to counselors when warranted.
2. Gathers information for payment of services provided, verifies accuracy of billings, reconciles errors, and enters information into the payment system to create a voucher for payment; Reviews and processes individual provider timesheets; enters data timely into the electronic payment and approves for payment.
3. Prepares packets for Individual Providers; trains Individual Providers and customers in program enrollment and submission of time sheets, and ensures payment is completed timely; assists customers with resume development and interview preparation, may set up job clubs for customers ready for employment.
4. Plans, conducts and participates in in-service training for RCC I's; provides functional guidance to lower level staff, with emphasis on accuracy and propriety, on the review of case materials, forms, correspondence, vouchers and authorizations.
5. Facilitates program application process; gathers data and information for audits, subpoenas, and appeals.

## REHABILITATION CASE COORDINATOR II (Continued)

6. Receives, sorts, and opens mail determining priority and appropriate disposition of incoming mail; participates in team meetings with the counselor/instructor and supervisor to discuss caseload management activities.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires two years of clerical experience as would be gained as a Rehabilitation Case Coordinator I that demonstrates incorporation of working-level proficiency and accuracy in performing keyboarding functions.

Knowledge, Skills and Abilities

Requires extensive knowledge of office principles, practices and procedures.

Requires extensive knowledge of business English, spelling and commercial arithmetic.

Requires extensive knowledge of casework methods and techniques.

Requires extensive knowledge of agency rules, regulations and policies as they relate to case service monitoring.

Requires ability to operate various office equipment;

Requires operate a personal computer and utilize relevant software applications.

Requires ability to explain and apply state, federal and agency rules, regulations, policies and procedures regarding service delivery in case management activities.

Requires ability to coordinate case management functions in a rehabilitation field office.

Requires ability to maintain customer case files and statistical records and prepare case management reports.

Requires ability to establish and maintain satisfactory working relationships with applicants, social service agents, medical specialists and other staff.

Requires ability to keyboard at a working rate of speed and operate various office equipment.

Requires ability to communicate clearly both orally and in writing.

Requires ability to understand medical terminology and social services vocabulary as related to the coordination of customer case material.

Requires ability to understand and follow written and oral instructions.

May require ability to provide orientation, functional guidance and training to lower level coordinators.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level or be proficient in sign language at the appropriate level on the sign language assessment tool in carrying out position duties in conjunction with non-English speaking individuals.