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| **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.*** |

**REHABILITATION SERVICES TECHNICIAN   
Division of Employment and Rehabilitation Services (DERS)  
Rehabilitation Services Administration (RSA)**

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| Job Location: |

**3443 North Central Avenue, Phoenix, Arizona 85012  
www.azdes.gov**

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| Posting Details: |

**Salary: $13.5160/ hourly ($28,113.28 annually)**

**Grade: 13**

**Closing Date: Open until sufficient resumes are received**

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| Job Summary: |

Would you like to be part of an amazing culture that helps Arizonans reach their full potential through temporary assistance? The Arizona Department of Economic Security (DES) is looking for individuals that are committed to service, community, and teamwork.  
  
The Department of Economic Security, Division of Employment and Rehabilitation Services (DERS) performs an integral role in improving Arizona’s workforce by assisting individuals who are unemployed or underemployed, and those with barriers, to prepare for and obtain meaningful employment. DERS supports Arizona employers with recruitment assistance by connecting them to a skilled workforce.  
  
We are seeking an experienced and highly motivated individual to join our team as a Rehabilitation Services Technician with the Rehabilitation Services Administration (RSA). This position is responsible for providing potential applicants with a basic overview of the Vocation Rehabilitation services, arranging office orientation sessions, and completing initial interviews. This position works closely with clients to inform them of appointments, assist them in contacting and working with vendors and showing clients how to utilize community services.

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| Job Duties: |

• Interview applicants for intake and provide case notes with general client information, socio-economic information, medical/psychological issues, and general disability related issues.  
• Enter client information into LIBERA and scheduled office orientation sessions.  
• Maintain client case files by ensuring all information is up to date.  
• Gather client signatures on required documents.  
• Aid clients by identifying and clarifying issues, understanding the available services, and working with the client to bring their issues to the counselor’s attention.  
• Provide support to the counselor for case management by gathering information, scanning necessary documents, monitoring client progress, and recording client/counselor activities.  
• Direct clients to community organizations and other social services to assist the client to achieve successful outcomes related to disability needs.  
• Correspond with clients to inform them of appointments, request documents and answering any questions they may have.  
• Provide orientations to new referrals to the RSA program.  
• Other duties as assigned.

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| Knowledge, Skills & Abilities (KSAs): |

• Knowledge of Federal and State laws.  
• Knowledge of regulations regarding provisions of rehabilitation services to individuals with disabilities, guidelines and best practices of the Vocation Rehabilitation program.  
• Knowledge of disabling medical conditions and available community resources.  
• Skills in observing behaviors regarding possible employment and employment expectations.  
• Skills in case load management, data entry, maintaining files, problem solving and decision-making skills, written and verbal communication skills.  
• Ability to prioritize, assign and review work.  
• Ability to utilize resources, resolve issues, provide information to customers, community organizations and agencies.  
• Ability to assist the VR Counselor in managing their caseload and establish working relationships.  
• Ability to collect assessment information needed for the VR Counselor, monitor client progress and input data into LIBERA automated system.  
• Ability to conduct research.

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| Selective Preference(s): |

• Experience in working with persons with disabilities.  
• An Associate 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 year experience in a vocational rehabilitation or independent living program; or a High School diploma or GED and two years’ experience in a vocational rehabilitation or independent living program; or three years’ experience in an organized program providing services to individuals with disabilities.

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| Pre-Employment Requirements: |

• 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.  
• Candidate shall have a valid Level One Arizona fingerprint clearance card issued pursuant to Arizona Revised Statute 41-1758.07 in order to work with children and vulnerable adults.

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| 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

*For a complete list of benefits provided by The State of Arizona, please visit our* [*benefits page*](https://doa.az.gov/benefit-services-division)

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| 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.

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| Contact Us: |

For questions about this career opportunity, please call (480) 737-7516 or email vsapp@azdes.gov.  
  
Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting (480) 737-7516 or email vsapp@azdes.gov. 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.