

Position Description – Rehabilitation Service Specialist (RSS)

Position Description

Position title	Rehabilitation Service Specialist (RSS)
Location	Remote – All provinces
Reports to	RSS Team Manager
Direct reports	None
External Stakeholders	None
Travel requirements	Within region to meet with Participants, Service Providers

Position purpose

The Rehabilitation Service Specialist (RSS) is the single point of contact for Participants throughout the entire Rehabilitation Services and Vocational Assistance Program (RSVP). The RSS coordinates Participants' safe and effective navigation through medical, psycho-social and vocational services. The RSS is responsible for keeping the Participant engaged, supported, and reassured by their steady presence. The RSS is critical in establishing trust and building rapport with the Participant through timely effective communication, pro-active case management, and expert ability to plan. Navigating the complex and varied needs of Participants through development of an individualized Rehabilitation Plan, the RSS collaborates with the Participant, their family/caregivers, Rehabilitation Service Professionals (RSPs) and Veterans Affairs Canada (VAC) Case Manager, to ensure successful program outcomes demonstrated through improvement in the six functional areas of the Rehabilitation Program and reducing/eliminating barriers to re-establishment.

Rehabilitation Service Specialists who hold a CVRP (RSS Voc) may also provide vocational rehabilitation services to assist Participants to access, maintain or return to suitable, gainful and meaningful vocational activities. The RSS Voc determines appropriate vocational goals and identifies the need for any vocational rehabilitation and/or support services to achieve the identified goals. The RSS Voc collaborates with the RSPs as needed to gather evidence to evaluate the Participant's overall capacity for employment and provides services and interventions to support the Participant to complete job readiness activities and secure meaningful employment.

Success measures

Customer/Stakeholder Satisfaction	<ul style="list-style-type: none"> Coordinates and conducts participant-centered Rehabilitation Services Works collaboratively with VAC Case Manager, Participant, Rehabilitation Service Providers (internal and external) and community agencies to achieve successful program outcomes
Financial Performance	<ul style="list-style-type: none"> Meets monthly projected billable hours Achieves program outcomes that are cost-effective and within approved Rehabilitation Plan budget
People & Team Satisfaction	<ul style="list-style-type: none"> Provides exceptional responsiveness and time management to achieve program goals and targets
Operational Performance	<ul style="list-style-type: none"> Coordinates and implements effective rehabilitation services to improve Participant's function in the six functional areas and reduce/eliminate the barriers to re-establishment

Position: Rehabilitation Service Specialist (RSS)	Owner: People and Culture	Publish Date: 2024-02-13	Page 1 of 3
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Program Outcomes	<ul style="list-style-type: none"> Ensures Participants achieve meaningful and sustainable improvements in their Quality of Life through engagement in the Rehabilitation Services and Vocational Assistance Program
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Core Responsibilities:

Assessment	<ul style="list-style-type: none"> Establishes strong therapeutic alliance with Participant and family/caregivers Conducts Initial Intake Interview to review Participant’s medical, psycho-social and vocational rehabilitation needs Determines and coordinates required rehabilitation assessments to further assess Participant’s capacity for improvement and clarifies rehabilitation needs Conducts Initial Vocational Assessment interview and completes vocational exploration activities (if applicable) Interprets and analyzes medical, psycho-social, and vocational assessment reports Ensures services and plans are needs-based, goal-oriented, safe, cost-effective and align to program mandates of improving the six functional domains of well-being and reduce/eliminate barriers to re-establishment Provides objective information to support Participant rehabilitation needs according to VAC’s Principles and Factors If vocational needs are present, follows the return-to-work hierarchy when making recommendations Develops thorough Rehabilitation Plan for program Participants in consultation with the Participant, their family/caregiver, RSPs and the VAC Case Manager Obtains approval from VAC Case Manager to implement proposed Rehabilitation Plan including timelines and funding Gains commitment from Participant to actively engage in approved Rehabilitation Plan including specific target goals and outcomes
Case Management	<ul style="list-style-type: none"> Acts as the service integrator, collaborating equally with medical, psycho-social and vocational RSPs delivering services to Participants Ensures RSPs have full understanding of the overarching Rehabilitation Plan goals, objectives and timelines and are working in coordinated alignment to this purpose Facilitates the plan through ongoing contact with the Participant, regular progress reports, and support and counselling when required Facilitates communication and coordination among members of PCVRS’ interdisciplinary team to enhance services, maintain safety and achieve positive outcomes Provides vocational rehabilitation interventions (if applicable) Maintains open and timely communication with other health care professionals with special attention to safe transitions of support/interventions Performs daily case management and administrative duties as needed, including documentation, report writing, ensuring timelines are met and documentation meets program standards Empowers Participant to problem-solve by exploring options of community-based interventions and resources to achieve desired outcomes

Position: Rehabilitation Service Specialist (RSS)	Owner: People and Culture	Publish Date: 2024-02-13	Page 2 of 3
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	<ul style="list-style-type: none"> • Promotes Participant self-advocacy, independence and self-determination in the provision of Participant-centered and culturally appropriate rehabilitative care • Evaluates throughout the program the value and effectiveness of the Rehabilitation Plan, resource allocation and service provision while applying VAC's outcome measures • Identifies barriers or risk factors contributing to suboptimal outcomes and pro-actively develops and implements strategies to address when required • Seeks support from RSS Team Manager and other PCVRS interdisciplinary team members to obtain evidence-informed guidance and problem solve when encountering barriers • Responds to service issues and/or complaints promptly and transparently • Follows all prescribed privacy and confidentiality protocols • Complies with all internal and contract related standards
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

Essential Requirements:

- A bachelor's degree in Psychology, Counselling, Rehabilitation, Social Sciences, Health Services, Human Services, or a related field and one of the following:
 - have five (5) years of experience in case management; or
 - have or are working toward a health professional designation; or
 - have or are in the process of obtaining a Certified Vocational Rehabilitation Professional (CVRP or a CVRP-F); OR in Québec, Career Counsellors registered with the Ordre des conseillers et conseillères d'orientation du Québec
- And
 - A minimum of one (1) year experience in the direct provision of medical, psycho- social or vocational rehabilitation services including conducting assessments and making recommendations to support a comprehensive plan
 - Experience working with persons living with mental or physical health problems creating barriers in life.
- Employment conditional on obtaining federal security clearance – Reliability Status
- A reliable vehicle and the ability to travel

Preferred Criteria:

- Bilingual (French / English)
- Experience working with employers, community resources, and training institutions



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WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

Position: Rehabilitation Service Specialist (RSS)	Owner: People and Culture	Publish Date: 2024-02-13	Page 3 of 3
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