



Sample Job Description

Disability Resource Coordinator Position

★ Updated February 2019

The purpose of the Disability Employment Initiative (DEI) is to expand the capacity of American Job Centers (AJCs), also known as One-Stop Centers, to promote the use of existing career pathways to serve: 1) adults (ages 18 and older) with visible, non-visible, and significant disabilities, including those who have acquired disabilities in adulthood; and 2) youth (ages 14-24) with visible, non-visible, and significant disabilities, including those who have chronic health conditions. DEI projects focus on improvements needed to make existing career pathways systems fully inclusive of and accessible to individuals with disabilities.

DEI Goals:

The DEI seeks to accomplish the following three overarching goals:

1. Increase access to and the participation of individuals with disabilities in WIOA-funded employment and training services, particularly those related to career pathways, in partnership with Vocational Rehabilitation (VR) programs; community colleges, and other education entities; human service agencies; and business partners;
2. Improve training and employment outcomes for individuals with disabilities and support businesses; and
3. Increase the number of workforce entities functioning as Employment Networks (ENs).

Disability Resource Coordinator position: According to the DEI funding opportunity announcement (FOA), each local workforce development board (LWDB) that participates in the DEI must hire a new or designate an existing full-time staff person(s) as the Disability Resource Coordinator (DRC). The Department of Labor encourages LWDBs to hire individuals with disabilities for this position.

The following job description and supporting information is offered as a **sample** to assist the state and the participating local workforce areas in selecting the best candidates for their DEI Disability Resource Coordinator position(s).

National Disability Institute (NDI) completed this project with federal funds awarded to Maher & Maher under contract number 1630DC-18-F-00027 DE TA, from the U.S. Department of Labor, Employment and Training Administration. The contents of this publication do not necessarily reflect the views or policies of the Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

A. DRC General Job Description

This individual will work in cooperation with the local and state-level DEI project leadership to carry out the goals of the DEI on the local level, including implementation of the strategic approaches identified in the project's statement of work. The DRC(s) must have disability-related and workforce knowledge skills, experience (including experience with the employment of individuals with disabilities and the public workforce system's challenges in effectively serving them), and abilities that can be applied to implementing the project design at the local level. In addition, the DRC must be knowledgeable about career pathways systems and programs.

The DEI FOA states that the DRC position, among other responsibilities, will:

- a. Assist in identifying and leveraging disability-related resources and partners to support collaboration on career pathway efforts;
- b. Advise the public workforce system on how to effectively promote the participation of individuals with disabilities in career pathways systems and programs;
- c. Coordinate with career pathway programs' direct service delivery staff, including career coaches;
- d. Assist LWDB, AJC staff, community college, business, and other partner training (e.g. on such topics as Ticket to Work as a potential source for training funds, accommodations, assistive technology, discovery process, or assessments);
- e. Assist the recruitment of individuals with disabilities to participate in career pathways programs and to utilize AJC services;
- f. Help expand the workforce development system's participation as ENs under the TTW Program;
- g. Help Ticket Holders to participate in career pathways programs;
- h. Help ensure that job seekers with disabilities access all the different programs and services they need, including career and training services offered through the AJCs to participate in existing career pathways programs; and
- i. Facilitate an effective approach to leverage resources needed for individuals with disabilities to fully participate in existing career pathway programs and to achieve their employment goals.

In addition, the following responsibilities should also be taken into consideration:

- a. Engage stakeholders from multiple service delivery systems to enhance career pathways outcomes.
- b. Coordinate career pathways services across disability-focused and generic agencies through integrated resource teams (IRTs).
- c. Engage employers to increase awareness about the low cost of accommodations, make the business case for hiring individuals with disabilities, and provide work-based experiences and mentoring.
- d. Ensure local AJCs are fully accessible for persons with disabilities. In addition to working with the disability community and partners in recruiting individuals to the AJC, the DRC also works to ensure the delivery of services is seamless by addressing physical, communication and programmatic access issues.
- e. Assist the Equal Opportunity Officers (EOO) around AJC physical, communication and programmatic accessibility.

B. Implementing the DEI: Local Level Hiring

The following characteristics and skill sets have been identified by Project Leads associated with earlier rounds of the DEI as the most effective. They are provided as “recommendations” based on past experiences.

Ideal Characteristics of Local Level Staff

- A belief that people with disabilities can work.
- A belief that the AJC can serve people with disabilities at all levels of service and achieve program outcomes using the enhanced supports of the DEI.
- Ability to work independently, self-initiate tasks, prioritize duties, and self-monitor performance.
- Ability to approach challenges flexibly and creatively by applying multiple strategies to achieve outcomes.
- Ability to manage, foster, and facilitate relationships; ability to apply tact and diplomacy to facilitate consensus among multiple stakeholders and reach resolution of potential problems or barriers.
- Natural resourcefulness and desire to help build a better system and promote change.
- Ability to facilitate and lead discussions and positive interactions between partners and other community agencies and service providers.
- Proficiency in problem solving, networking, group leading, goal setting, and follow through.
- Ability to build bridges and be a team player.
- Flexibility and adaptability to change.
- Strong time management skills.
- Strengths in multi-tasking, and a good memory for detailed information.
- Highly skilled in written communication and presentation skills.

Ideal Skill Sets of Local-Level Staff

- College educated (Bachelor’s degree or equivalent experience; Graduate degree helpful).
- Strong oral and written communication skills.
- Personal experience with and/or knowledge of disability issues.
- An understanding of the public workforce system and disability employment.
- General knowledge of Federal, state, and local laws, policy, and procedures relating to employment of people with disabilities, work incentives, and resources.
- Familiarity with the local community and agencies, and ability to communicate with a diversity of people, including business leaders, customers, and workforce development staff.
- Knowledge of the Americans with Disabilities Act (ADA) issues, the ability to advise/refer and work effectively with youth and adults with disabilities (including individuals with significant disabilities).
- Ability to travel in local communities, participate in local community, statewide, and/or national coalitions, trainings, and conferences.

- Ability to navigate complex bureaucracies, programs, and services to find solutions for persons with disabilities (e.g., Vocational Rehabilitation, Social Security Administration, Medicaid, Juvenile Justice System, etc.).
- Computer literate.

C. DEI Interview Process

The successful candidate for the local-level position will be able to demonstrate resourcefulness and problem-solving abilities in their responses to the sample problem-solving question below.

1. What strategies or procedures could the AJC/One-Stop Center have in place for all first-time visitors? Describe a friendly, sensitive, and responsive approach to first time visitors.
2. What strategies could be employed to increase awareness and comfort level of AJC/One-Stop Center staff in interacting with customers with disabilities?
3. How do the roles of VR and the DRC differ? What are some ways in which VR and the DRC could coordinate services for individuals with disabilities?
4. What level of experience do you have bringing together public and private sector representatives at the local AJC and community level to integrate services and supports, blend and braid funds, and leverage resources across multiple service delivery systems (Integrated Resource Team model)?
5. What role do you envision the DRC will have with the Business Service Unit of AJCs/One-Stop Centers, as well as within the business sector and employers?
6. What strategies could be in place to market the AJC/One-Stop Center services to individuals with disabilities?
7. Describe your definition of advocacy at both a customer and systems level.
8. Describe what it means to leverage resources both at an individual level and a systems level.
9. Define systems change generally, and then in a way that is specific to the DRC position.
10. What strategies could be implemented to support outreach within your community and promote collaboration? What kinds of local agencies would you seek out to increase interagency collaboration and leveraging of resources?
11. Describe your experience working with individuals with significant disabilities and/or multiple challenges to employment? Describe the public and private resources available to support these individuals in the AJC?
12. What level of experience do you have with the Ticket to Work program? How do you envision the Ticket to Work program as an option offered to individuals with disabilities within the AJC/One-Stop Center as registered ENs?
13. Describe your understanding of Career Pathways.
14. What is your knowledge of the Career Pathways options within your local community?