**Job Description: Caseload Specialist**

**Position Overview**

The Caseload Specialist supports vocational rehabilitation efforts by assisting clients with disabilities to achieve employment and independence goals. This role involves managing a caseload of clients, coordinating job placement activities, facilitating meetings, and preparing detailed reports to ensure compliance with program standards and client progress tracking.

**Key Responsibilities**

1. **Client Case Management:**
   * Manage a caseload of clients referred by vocational rehabilitation counselors.
   * Conduct initial meetings/interviews to understand client abilities, employment goals, and potential barriers to employment.
   * Implement individualized job development and placement plans in collaboration with clients and their job developers
2. **Job Development and Placement:**
   * Coordinate with the Job Developer to Identify and secure appropriate employment opportunities aligned with client skills, preferences, and Individualized Plans for Employment (IPE).
   * Assist clients with resume development, job applications, skill building and interview preparation.
   * Establish relationships with local employers to advocate for client hiring and provide education on disability inclusivity and workplace accommodations.
   * Monitor job placements and provide post-employment support to ensure successful retention.
3. **Client and Stakeholder Meetings:**
   * Attend regular meetings with team to review progress, update plans, and address barriers to employment.
   * Advocate for client needs during inter-agency or multidisciplinary team meetings as necessary.
4. **Documentation and Reporting:**
   * Maintain accurate and timely client records in accordance with program policies and federal/state regulations.
   * Prepare detailed progress reports, placement documentation, and closure reports for submission to vocational rehabilitation counselors.
   * Document all interactions with clients, employers, and stakeholders, ensuring confidentiality and compliance with HIPAA and other relevant laws.
5. **Compliance and Quality Assurance:**
   * Ensure all activities comply with vocational rehabilitation policies, state and federal regulations, and ethical standards.
6. **Program Support and Collaboration:**
   * Collaborate with coordinator, job coaches, and job developer to deliver holistic support to clients.
   * Provide input to enhance program policies, processes, and resources based on field observations and client feedback.

**Qualifications**

**Education and Experience:**

* Bachelor’s degree in vocational rehabilitation, social work, counseling, human services, or a related field.
* Minimum of 1-2 years of experience in job development, vocational counseling, or case management (preferred).

**Skills and Competencies:**

* Strong interpersonal and communication skills for working with diverse clients, employers, and team members.
* Knowledge of vocational rehabilitation principles and workplace accommodations.
* Proficiency in documenting and reporting client progress accurately and professionally.
* Ability to work independently, manage multiple priorities, and meet deadlines.

**Technical Skills:**

* Proficiency in Microsoft Office Suite
* Ability to navigate online job boards and recruitment platforms.

**Work Environment**

* Hybrid role involving office work, client meetings, and community-based employer visits.
* Travel throughout Macomb County
* Travel to meet clients or employers may be required, with reimbursement for mileage or travel expenses.
* Job Coaching and transporting clients when necessary

**Key Performance Indicators (KPIs):**

* Number of clients successfully placed into employment.
* Client satisfaction and retention rates.
* Timeliness and accuracy of documentation and reporting.