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| **PART II. Office Administration****SECTION A. VR&E Division Functions** |
| **CHAPTER 3. Hiring and Managing Office Staff** |
| **Objectives:** | After completion of this training, VR&E staff are expected to:• Understand the process for maintaining proper level of staffing in a VR&E office.* Describe the staffing requirements and understand the staff position descriptions.
* Understand the responsibilities for providing training and staff development.
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| **Contents:** | General Information on Office Staffinga. Policy on Maintaining Proper Levels of Staffingb. Types of Staffing Activitiesc. Process for Staffing an OfficeManagement, Supervisory and Support Staff Positions1. Staffing Requirements and Position Descriptions for

Management, Supervisory and Support Staff Positionsb. Benefits of Having Qualified Support Staffc. Job Function Categories for Support StaffStaffing and Position Descriptions1. Staffing Requirements and Position Descriptions for the

Vocational Rehabilitation and Employment Officer (VREO), Assistant Vocational Rehabilitation and Employment Officer (AVREO), Vocational Rehabilitation Counselor (VRC) and Employment Coordinator (EC)b. Recruiting Qualified CandidatesVR&E Division Performance Standards and EvaluationsTraining and Staff Developmenta. Overviewb. Background Informationc. Scope of Trainingd. Responsibilities of VR&E Divisionse. Responsibilities of VR&E Servicef. Veterans Benefits Administration (VBA) Required Trainingg. Reimbursement for Training and Development Courses Outside of the VAProviding Training and Staff Developmenta. Policy for Providing Training and Staff Developmentb. Areas for Training and Developmentc. Interagency Coordination for Planning and Providing Trainingd. Resources for Providing Training and Development1. Performance Support Systems2. Talent Management System (TMS)e. Identification of Staff Development Needsf. VRC Skills Certification Examinationg. VR&E Training Planh. Core Annual Technical Training Requirements by Position and Experiencei. Local Technical Trainingj. Developing an Individualized Development Plan (IDP) for Employeesk. Monitoring Training PlansCertified Rehabilitation Counselor (CRC) Certificationa. Commission on Rehabilitation Counselor Certification (CRCC)b. Endorsement of the Commission on Rehabilitation Counselor  Certification (CRCC) |
| **Appendices:** | Appendix K. Signed MOUsAppendix AI. VRC, EC, VREO and AVREO Position Descriptions and Sample Position |
| **Exercises:** | 1. How are qualified candidates recruited in VR&E?
2. What are the processes and resources for providing training and development for VR&E staff?
3. What is the VRC Skills Certification exam?
4. What does the CRCC provide?
5. What is TMS and how is it used?
6. Who has to concur on the VR&E training plan at the station-level once the VR&E Officer develops it?
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| **Rescission Information:** | Part II rescinds M28, Part 2, Office Administration, Chapters 1, 2, and 4; M28, Part 7, Chapter 6; and M28-1, Part 1, Chapter 5, Sections 5.03 and 5.05, and Appendices 5A and 5B. Information located in the VR&E letters below were absorbed into the chapter as appropriate:• VR&E Letter 28-11-03 Revised VREO Performance Standards• VR&E Letter 28-08-30 FY 2009 Core Technical Training Requirements for VR&E Employees• VR&E Letter 28-04-10 VR&E Service National Performance Standards Implementation (VRC/CP) * OFO Letter 20F-06-04 Reassignment of VR&E Employment Specialists (0301) Series to Employment Coordinators (0301) Series
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