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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. |
| **Contents:** | General Information on Office Staffing  a. Policy on Maintaining Proper Levels of Staffing  b. Types of Staffing Activities  c. Process for Staffing an Office  Management, Supervisory and Support Staff Positions   1. Staffing Requirements and Position Descriptions for   Management, Supervisory and Support Staff Positions  b. Benefits of Having Qualified Support Staff  c. Job Function Categories for Support Staff  Staffing and Position Descriptions   1. 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 Candidates  VR&E Division Performance Standards and Evaluations  Training and Staff Development  a. Overview  b. Background Information  c. Scope of Training  d. Responsibilities of VR&E Divisions  e. Responsibilities of VR&E Service  f. Veterans Benefits Administration (VBA) Required Training  g. Reimbursement for Training and Development Courses Outside  of the VA  Providing Training and Staff Development  a. Policy for Providing Training and Staff Development  b. Areas for Training and Development  c. Interagency Coordination for Planning and Providing Training  d. Resources for Providing Training and Development  1. Performance Support Systems  2. Talent Management System (TMS)  e. Identification of Staff Development Needs  f. VRC Skills Certification Examination  g. VR&E Training Plan  h. Core Annual Technical Training Requirements by Position and  Experience  i. Local Technical Training  j. Developing an Individualized Development Plan (IDP) for Employees  k. Monitoring Training Plans  Certified Rehabilitation Counselor (CRC) Certification  a. Commission on Rehabilitation Counselor Certification (CRCC)  b. Endorsement of the Commission on Rehabilitation Counselor  Certification (CRCC) |
| **Appendices:** | Appendix K. Signed MOUs  Appendix 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? |
| **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 |