

Sisseton-Wahpeton Oyate

Job Description

Job Title: Tribal Vocational Rehabilitation Case Coordinator

Supervisor: Tribal Vocational Rehabilitation Program Director

Organizational Unit: Tribal Education Department

Salary / Hours: Full-time - \$25.00

SUMMARY:

Under the supervision of the TVR Program Director, the Case Coordinator provides day-to-day coordination and support for TVR applicants and consumers throughout the vocational rehabilitation process. The position assists with applications, schedules and supports intake appointments, gathers documentation, assists with eligibility and service planning, prepares Pre-Individualized Plan of Employment and official Individualized Plan of Employment (IPEs) for Director review/approval, coordinates approved services, maintains case documentation, and conducts consumer follow-up. The Case Coordinator also supports community outreach, cultural activities, employment-related services, and wraparound coordination. The Director retains responsibility for overall program administration, grant and budget oversight, final program decisions, fiscal authorization, compliance oversight, and staff supervision.

DUTIES AND RESPONSIBILITIES:

1. Provides vocational rehabilitation case coordination and support to eligible Native American consumers with disabilities to assist them in preparing for, obtaining, maintaining, or advancing in employment.
2. Serves as a day-to-day contact for assigned applicants and consumers under the supervision of the TVR Director; provides follow-up, information, and coordination of approved services.
3. Assists the Director with the eligibility process by gathering, reviewing, and organizing required disability, employment, and supporting documented barriers. The Director retains final eligibility determination and approval authority.
4. Coordinates an assigned caseload under Director supervision, including case follow-up, supported documentation, service coordination, employment planning, and progress toward the consumer's employment goal.
5. Gathers and reviews medical, psychological, educational, social, and vocational background information and obtains supporting documentation needed for the consumer

- application. Coordinates additional assessments or evaluations when authorized by the Director.
6. Reviews employment information and available opportunities with consumers and assists them in identifying employment options consistent with their abilities, interests, barriers, and employment goals.
 7. Assists the consumer in developing a Pre-Individualized Plan of Employment and prepares the official Individualized Plan of Employment (IPE) under Director supervision and in accordance with approved TVR procedures. Coordinates approved services necessary to support the IPE.
 8. Provides ongoing case coordination, vocational support, consumer follow-up, and referrals within the scope of the position. Coordinates wraparound services and refers counseling or clinical needs to qualified providers when appropriate.
 9. Develops and maintains working relationships with State and Tribal programs, schools, employers, public and private agencies, and community resources that can support consumers with disabilities.
 10. Assists with employer outreach, job leads, work experience opportunities, job placement support, and employment follow-up for assigned consumers.
 11. Completes timely and accurate case notes, supporting documentation, AWARE entries, and hard-copy/electronic file maintenance in accordance with approved TVR procedures. Assists with file corrections identified through Director case reviews.
 12. Networks with professionals and related service providers to increase knowledge of disabilities, vocational resources, employment supports, and available community services.
 13. Ensures assigned consumer services are provided in a culturally respectful and responsive manner and supports consumer choice throughout the rehabilitation process.
 14. Participates in community meetings, outreach activities, cultural events, transition activities, and other TVR events as assigned by the Director.
 15. Attends required training sessions, staff meetings, and professional development activities.
 16. Assists the Director with activities necessary to meet approved project objectives, consumer-service goals, and program deliverables.
 17. Provides advocacy, support, referrals, and resource coordination for eligible Native American consumers.
 18. Maintains assigned consumer files and routine program records; assists with supply requests, scheduling, outreach/event preparation, and other administrative support as assigned. Budget management, grant administration, purchase/check approval, fiscal monitoring, contracts, and final procurement oversight remain Director responsibilities.
 19. Participates in vocational rehabilitation, disability, cultural competency, ethics, and other training identified by the Director as relevant to the position.

20. Plans and assists with TVR community outreach, cultural activities, consumer education, transition activities, groups, and events under Director supervision.
21. Assists with concur/approval request documentation for a consumer's documented disability-related or employment barrier need, including gathering quotes, supporting records, and required justification. Final authorization and fiscal approval remain with the Director and other required approving authorities.
22. Schedules intake appointments, assists applicants in completing the TVR application process, explains required documentation, and follows up on missing information under Director supervision.
23. Supports accountability by maintaining regular communication with assigned consumers, documenting follow-up attempts, explaining consumer responsibilities, and informing the Director of concerns affecting participation or progress.
24. Other duties as assigned that are consistent with the Case Coordinator role.

SKILLS AND KNOWLEDGE:

- Ability to learn and use electronic case management systems and maintain accurate electronic and hard-copy consumer records.
- Working knowledge of Microsoft Word, Excel, Outlook, and routine office technology.
- Understanding of culturally responsive services and the importance of meeting consumers where they are.
- Ability to follow TVR policies, procedures, confidentiality requirements, and Director guidance.
- Ability to assist consumers with applications, intake preparation, employment planning, service coordination, and follow-up.
- Ability to prepare clear case notes, supporting documentation, Pre-IPEs, IPEs, and concur/approval request materials for Director review.
- Ability to coordinate community outreach, cultural events, transition activities, and employment-related activities.
- Ability to work collaboratively with Tribal/State programs, schools, employers, service providers, consumers, and families.
- Knowledge of grant management is helpful but the Case Coordinator is not responsible for overall grant administration, budget management, or final fiscal authorization.

QUALIFICATIONS:

- Associate's Degree or Bachelor's Degree in related Behavioral Health, Human Services, and equivalent work experience.
- Experience in working in human services, understanding in vocational rehabilitation, disability services, behavioral health, education, workforce development, or a related field preferred.
- Experience working with Native American communities or Tribal programs preferred.

- Strong verbal and written communication, organization, time management, problem-solving, and interpersonal skills.
- Ability to maintain professional boundaries, confidentiality, accurate records, and respectful working relationships with consumers and partner agencies.

SPECIAL CONDITIONS AND REQUIREMENTS:

- Valid driver's license, liability insurance, and reliable transportation for required local and regional travel.
- Alcohol and drug-free lifestyle verified by initial, annual, and random drug screenings,
- Complies with all laws and policies protecting consumer-identifying information, confidentiality, and privacy.
- Flexible schedule when required for community, cultural, outreach, or employment-related events.

Approved  Date 9/17/26