

Position Description – Rehabilitation Services Professional- Vocational Team Lead (Bilingual)(RSP-Voc TL) (Rehabilitation Services & Vocational Assistance Program)

Position Description

Position title	Rehabilitation Services Professional- Vocational Team Lead (Bilingual)
Location	Remote
Reports to	RSP-Vocational Team Manager
Direct reports	N/A
Travel requirements	None

Position purpose

The Rehabilitation Service Professional Vocational Team Lead (RSP-Voc TL) is responsible for supporting the RSP Vocational Team Manager (RSP-Voc TM) with Quality Assurance and leadership support activities for the RSP-Voc team, and is also responsible for completing vocational assessments on a reduced caseload. The RSP-Voc TL evaluates the Participant’s current and potential vocational abilities through assessment of the Participant’s physical, cognitive, and psychological abilities to create an objective vocational profile. The RSP-Voc TL collaborates with the RSS and other RSPs as needed to gather evidence to evaluate the Participant’s overall capacity for employment and their earning potential and uses the return-to-work hierarchy to help guide their opinions. The RSP-Voc completes a comprehensive report summarizing the evidence and recommendations in relation to the Participant’s overall capacity for work and these assessments can be used to guide the Rehabilitation Plan goals as well as determination of eligibility for VAC’s Financial Benefits Program (IRB and CFIS) outside of the Rehabilitation Program.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> Provides participant-centered service in collaboration with the Participant and Rehabilitation Service Specialists (RSSs) to achieve successful program outcomes
Financial Performance	<ul style="list-style-type: none"> Meets monthly projected billable hours
People & Team Satisfaction	<ul style="list-style-type: none"> Provides exceptional responsiveness and time management to achieve program goals and targets Provides objective and evidence-based conclusions that follow college as well as program standards and guidelines Works collaboratively with RSP-Voc TM to ensure consistency and standardized service quality across the country Manages and prioritizes time effectively to ensure QA activities are completed
Operational Performance	<ul style="list-style-type: none"> Completes comprehensive, accurate and timely reports to support assessment of appropriate employment options

	<ul style="list-style-type: none"> Ensures service standards and outcomes meet and exceed contract requirements and develops strategies to address performance gaps
Program Outcomes	<ul style="list-style-type: none"> Provides professional assessments of transferable skills to identify appropriate employment options and address Participants’ vocational rehabilitation barriers Ensures targeted outcomes are met by the team, in line with the vision and mission of the program

Core Responsibilities:

Assessment	<ul style="list-style-type: none"> Conducts Vocational Assessments (may include Initial Vocational Assessments, Transferable Skills Analyses, Employment and Earnings Capacity Assessments, Vocational Evaluations) based on review of Participants’ education, training, and experience and in consideration of functional limitations or restrictions As appropriate, determines the need and type of specialized and ad hoc assessments that may be required to accurately evaluate the Participant’s overall employability and present evidence supporting the recommendation
Analysis	<ul style="list-style-type: none"> Follows approved processes and program requirements to support completion of analyses and recommendations
Documentation	<ul style="list-style-type: none"> Develops final reports that clearly support conclusions and recommendations Submits reports according to established service standards and timelines Complies with program requirements for privacy and confidentiality Completes comprehensive case notes of all consultations and information obtained in the assessment Complies with program requirements for confidentiality
Quality Assurance	<ul style="list-style-type: none"> Reviews and approves Vocational Assessment Reports being submitted to funder for completeness, accuracy, and alignment to program objectives Quality assures reports to ensure they meet quality standards and documentation is accurate and thorough Supports the RSP-Voc TM to implement change management processes related to volume fluctuations, performance issues, or changes in policy impacting service delivery

Other duties as required, including going beyond the job description whenever necessary

Capabilities and experience

- Must hold one of the following designations:
 - A current designation as a Certified Vocational Rehabilitation Services Professional (CVRP) or a Certified Vocational Rehabilitation Services Professional – Fellow (CVRP-F) with CVRP-TSA credential
 - Career Counsellors registered with the *Ordre des conseillers et conseillères d'orientation du Québec*.
- A minimum of three (3) years’ experience in the direct provision of vocational rehabilitation services (or a combination thereof) to Participants including the following:
 - Experience in conducting medical, psycho-social, or vocational rehabilitation assessments;
 - Experience working with persons living with mental or physical health problems creating barriers to civilian life;
 - Experience analyzing and interpreting medical, psycho-social, or vocational assessments and making recommendations based upon critical analysis of information leading to the development of a comprehensive plan and program of care
- Strong computer skills
- Demonstrated leadership skills and responsibilities in a leadership role or within their team, including leading and participating in initiatives and projects to improve service delivery

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- Employment conditional on obtaining federal security clearance – Reliability Status.
- Bilingual (French/English) required



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada’s diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

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