

DISABILITY RESOURCE COORDINATOR (DRC) JOB DESCRIPTION AND RECOMMENDED MINIMUM QUALIFICATIONS

A. Job Description

The DRC job description is outlined by the New York State Department of Labor (NYSDOL) and the United States Department of Labor Employment and Training Administration (USDOL ETA), in partnership with the Office of Disability Employment Policy (ODEP) and the National Disability Institute (NDI).

The DRC must be a full-time position. DRCs should, at a minimum, have a background in one of the following fields: Human Services, Social Work, Special Education, or Vocational Rehabilitation. DRCs should not function as case managers but should work toward systems change for individuals with disabilities, including youth and those with intellectual and developmental disabilities, by:

- Increasing the capacity of the Career Center and surrounding career pathways programs to serve individuals with disabilities;
- Identifying and leveraging disability-related resources and partners, including the NYS Education Department's (NYSED) Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR) and the Office of Children and Family Services/NYS Commission for the Blind (OCFS/NYSCB), to support collaboration around a job seeker's employment and/or training goal(s);
- Advising the workforce development system on how to effectively promote the participation of individuals with disabilities in existing career pathways systems and programs;
- Assisting and training the Local Workforce Development Board (LWDB), Career Center staff, businesses, community colleges, and other training providers on such topics as rights under the Americans with Disabilities Act (ADA), Ticket to Work (TTW), accommodations, assistive technology, and assessments;
- Coordinating with career pathway programs' direct service delivery staff, including career coaches;
- Assisting in the recruitment of individuals with disabilities, including TTW Ticket Holders, to participate in career pathways programs, including funded career pathways training, and to utilize Career Center services;
- Identifying career, training, and employment opportunities for individuals with disabilities using assessments;
- Obtaining and maintaining a credential to provide benefits advisement and work incentive counseling to job seekers in receipt of Social Security Administration (SSA) benefits (e.g., Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI));

- Helping to expand the workforce development system's participation as an Employment Network (EN) under the TTW Program, including the assignment of appropriate Tickets to the Career Center under the New York Employment Services System (NYESS) Administrative Employment Network (AEN);
- Helping ensure that individuals with disabilities access all the different programs and services they need, including career and training services offered through the Career Centers to participate in existing career pathways programs;
- Facilitating an effective approach to leverage resources needed for individuals with disabilities to fully participate in existing career pathway programs and to achieve their employment and/or training goal(s).
- Supporting and facilitating the development of a sustainability plan and strategies that will continue the successful project components beyond the funding period. A sample sustainability plan is available on the NYSDOL [website](#); and
- Implementing sustainability planning through the project cycle, including partnership development, revenue identification, and through continuous evaluation of programmatic operations.

Note: As this is a system capacity building role, ideally no more than 50% of a DRC's work should be in the direct provision of services to job seekers.

Additional responsibilities of the DRC may include, but should not be limited to:

- Engaging stakeholders from multiple service delivery systems to enhance inclusive career pathway entry, advancement, and related outcomes;
- Coordinating career pathways services across disability-focused and generic agencies through local Integrated Resource Teams ([IRTs](#));
- Engaging businesses to increase awareness about the low cost of accommodations, making the business case for hiring individuals with disabilities, and providing work-based experiences and mentoring;
- Ensuring local Career Centers are fully accessible for persons with disabilities. In addition to working with the disability community and partners in recruiting individuals to the Career Centers, the DRC also works to ensure the delivery of services is seamless by addressing physical, communication, and programmatic access issues;
- Assisting Equal Opportunity Officers (EOO) in Career Center physical, communication, and programmatic accessibility;
- Supporting collaboration between internal employees, businesses, and community partners to support project activities and long-term sustainability strategies; and
- Developing, implementing, evaluating, and monitoring sustainability activities to continue successful project components and support continuous quality improvements.

B. Recommended Minimum Qualifications

DRCs hired, or designated, should meet the following recommended minimum qualifications:

- A strong belief that individuals with disabilities, including individuals with developmental, intellectual, and other significant disabilities, can and deserve to work in their communities;
- Bachelor's Degree (Master's preferred) in career development, counseling, education, psychology, occupational therapy, human services, vocational rehabilitation, or social work;
- Three to five years working with the underserved (e.g., individuals with disabilities, individuals with involvement in the criminal justice system, disadvantaged youth, low income individuals, English language learners);
- Knowledge of federal, state, and local laws, policy, and procedures relating to equal opportunity and non-discrimination employment of individuals with disabilities and other protected classes. In addition, knowledge on topics such as sustainability, customized employment, supported employment, intersectionality, and person-centered planning is preferred;
- Knowledge of SSA work incentives, and how work affects government benefits. Having credentials to provide work incentive counseling is preferred;
- Knowledge of local community agencies, providers, stakeholders, and other disability resources;
- Relevant program management experience in order to create, implement, and monitor sustainability strategies and continuous quality improvements;
- An ability to communicate with diverse stakeholders, including business leaders, customers in minority groups, and workforce development staff;
- Experience with grant writing and budget design, and a demonstrated track record on securing grant funding for project work;
- Strong oral and written communication skills;
- Strong knowledge of job search processes (e.g., resume/cover letter writing, interviewing skills, networking) and how to teach them to job seekers; and
- Computer and digital literacy with a strong ability to conduct remote meetings.