

JOB DESCRIPTION

POSITION TITLE: QUALIFIED REHABILITATION CONSULTANT (QRC)

PURPOSE: To provide cost-effective vocational rehabilitation services to injured workers covered by Minnesota workers' compensation insurance with the goal of a quick and successful return to the date-of-injury job or to a job that, as closely as possible, restores the injured worker's earning capacity.

DEFINITION OF QRC: According to Minnesota Rules 5220.0100, Subp. 23, *"Qualified rehabilitation consultant" means a person who is professionally trained and experienced and who is registered by the commissioner to provide a rehabilitation consultation and to develop and implement an appropriate plan of rehabilitation services for an employee entitled to rehabilitation benefits under Minnesota Statutes, section 176.102.*

ROLE AND KEY RESPONSIBILITIES: According to Minnesota Rules 5220.0100, Subp. 29, *"Rehabilitation services" means a program of vocational rehabilitation, including medical management, designed to return an individual to work consistent with Minnesota Statutes, section 176.102, subdivision 1, paragraph b). The program consists of the sequential delivery and coordination of services by rehabilitation providers under an individualized rehabilitation plan. Specific services under this program may include, but are not limited to, vocational evaluation, counseling, job analysis, job modification, job development, job placement, labor market survey, vocational testing, transferable skills analysis, work adjustment, job seeking skills training, on-the-job training, and retraining.*

REPORTING ACCOUNTABILITY: Reports to SAI President and Vice-President.

REQUIRED QUALIFICATIONS:

1. College degree, preferably in nursing, vocational rehabilitation, or related field that meets the educational requirements for an applicable national certifying body, i.e. Certified Rehabilitation Counselor (CRC) or Certified Disability Management Specialist (CDMS).
2. Current registration as a QRC or QRC-Intern is preferred.
3. Experience in disability management, medical rehabilitation, vocational rehabilitation, medical case management, or counseling is preferred.

PROFESSIONAL COMPETENCIES

1. Effective and timely communication skills, both verbal and written, with health care providers, employers, clients and family members, claims adjusters, and others.
2. Ability to solve problems and make decisions independently.
3. Time management and organizational skills sufficient to prioritize tasks and meet multiple deadlines.
4. Ability to work with both a diverse client base and various professionals. Ability to establish and maintain rapport with all parties and with clients of all levels of income and education.
5. Effective clinical skills of assessment, coordination, negotiation, evaluation, and case planning.
6. Solid knowledge base of medical conditions and treatment specialties as related to common disability areas. Recognition of functional limitations and abilities that are related to disability conditions.

7. Knowledge of rehabilitation systems, services, and resources. Knowledge of vocational resources, state worker's compensation law and statutes, and federal acts (e.g., ADA, HIPAA) regarding services and employee benefits/responsibilities.
8. Coordination of placement services or return to work with a new employer if indicated. Some or all placement services recommended by the QRC may be provided by the QRC or assigned to an in-house placement specialist, or vendor (if requested by account, attorney, etc.)
9. Placement services may include detailed vocational assessment to determine transferable skills and suitable job goals. Assessment techniques may include: vocational testing (GATB, CAPS, COPS, WRAT, etc.); counseling/interviewing; McCroskey Vocational System, skills analysis, interest analysis, functional limitations; labor market analysis; determining assets and obstacles to employability.
10. Other vocational placement services provided may include resume preparation, instruction of Job Seeking Training Skills, development of a Job Placement Plan and Agreement, preparation of suitable retraining plans and corresponding research to support the plan, coordination of special programs such as OJT and TJTC, and to provide ongoing counseling and follow-up services with the client. Client communication should provide motivation, support, instruction, and monitor progress in job search, and 30-60 days follow up after return to work.
11. Possess computer skills sufficient to send/receive e-mail, create reports/correspondence using word processing software, and efficiently utilize case management decision tools.

ESSENTIAL FUNCTIONS OF JOB

1. **Drives** to client, physician, and employer meetings. Must possess a current, valid driver's license. Must have a driving record good enough to be approved by the firm's insurance carrier.
2. **Conducts an initial evaluation/assessment** of client to determine rehabilitation plan and goals. Initial evaluation to include medical history, vocational/educational history, behavioral/psychosocial/motivational status, financial status, with plan/recommendations for rehabilitation services to reach suitable goals.
3. **Develops, implements and carries out**, or causes to be carried out, **comprehensive vocational plans** through a collaborative process of assessment, planning, facilitating, and advocacy that is specific and tailored to a client's individual needs.
4. **Provides medical management services** as indicated by the circumstances of the case. Such services include meeting or corresponding with physicians and treatment providers as necessary to obtain medical recommendations, making appropriate recommendations to facilitate and coordinate treatment plan as indicated. Assesses ongoing client needs through the continuum of care including additional local, regional, and national resources as needed and updates/modifies medical management plans appropriately.
5. **Coordinates return to work** with client's same employer if indicated. Provides information to employer regarding job suitability, benefits of return to work programs, ADA, injury prevention.
6. **Communicates** with all parties on the case, including health care providers, employers, insurers, attorneys, and other associated professionals, in a timely and professional manner.
7. **Prepares reports** in a timely objective manner, documenting all activity and communication during the reporting period by providing a comprehensive written report to the referral source as required by company or referral source guidelines.
8. **Maintains complete and accurate records** of all communications (client, physician, employer, and other associated professional interactions) as necessary and appropriate.

9. **Conforms to billing procedures** as outlined by referral source and/or firm guidelines. Records billable time accurately; maintains weekly billable time goals that may be outlined by President/Vice-President.
10. **Follows all professional codes of ethics/conduct and all policies and procedures** as defined by appropriate certifying/licensing organization, or as outlined in Stubbe & Associates, Inc., Policy and Procedure Manual. **Adheres to current URAC** and other standards (HIPAA Privacy and Security Rules) that may be adopted by Stubbe and Associates.
11. **Attends all mandatory staff meetings**, as well as other staff meetings, CEU in-services, etc., when possible.
12. **Participates in marketing activities** with marketing representative and/or President/Vice-President to promote public relations and company services.
13. **Forensic Services/Expert Testimony**. Attend administrative conferences and formal hearings to provide objective information and opinions when requested.
14. **See attached job analysis form outlining physical demands of job.**

ONGOING PROFESSIONAL EDUCATION/TRAINING REQUIREMENTS

QRCs must comply with whatever continuing education is required by the applicable national certifying body (CRCC, CDMSC, OTR, CRRN, etc.)

APPROPRIATE LICENSURE AND/OR CERTIFICATION REQUIREMENTS

Stubbe & Associates believes that effective case management requires specialized knowledge, training, and experience. QRCs demonstrate their qualifications through attainment of related degrees in higher education and through achievement of professional licensure in related health, vocational or human services professions. Because case management is dynamic, the QRC's individual qualifications are enhanced through demonstration of continuing competence, regardless of the level of education/preparation/certification.

The QRC will seek to:

1. Achieve and maintain national certification as required by Minnesota Rules 5220 to practice as a Qualified Rehabilitation Consultant (QRC).
2. Maintain continuing competence appropriate to medical and vocational case management and to professional licensure or professional certification, as applicable.
3. Provide only those case management services that the QRC is qualified to provide and refer the client to another source(s) for services outside the QRC's scope of practice.

RESULTS EXPECTED

- Develop and maintain an account referral base which results in active case management.
- Positive and timely conclusion to cases assigned.

MEASUREMENTS OF ACHIEVEMENT

Quantitative:

- Ongoing and growing referral base
- Number of personal referrals
- Closure statistics (cost per case, return to work frequency, length of disability, cost-effectiveness, plus any other jurisdictionally specific closure statistics, etc.)

Qualitative:

- Feedback from referral sources,
- Feedback from President/Vice President

- Results of Quality Assurance chart audits and samples of documentation produced by the QRC
- Feedback from colleagues, clients, employers, health care providers, etc.
- Consumer/client satisfaction survey data
- Complaints or lack of complaints

ATTACHMENTS

- Employee attestation of Understanding of Job Requirements, Licensure, and Scope of Practice

RELATED POLICY AND PROCEDURE - See Policy & Procedure Core 4, Job Descriptions.

Effective Date:	May 1, 2009
Created by:	Senior Management Team
Approval:	

Annual Review or Revisions	
Date:	Signature/Title: