

DISABILITY RESOURCE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing a variety of tasks in the Office of Employment and Training related to addressing the employment needs of people with disabilities. The Disability Resource Coordinator (DRC) plays a critical role in addressing the employment needs of people with disabilities within Ulster County's workforce development system and is housed within the Ulster County Office of Employment and Training (OET) and Career Center. The incumbent is responsible for providing case management and direct services to job seekers with disabilities while also focusing on systems change, capacity building, and sustainability efforts to improve employment outcomes and inclusion of individuals with disabilities across the workforce system. The position is under the general supervision of the OET Deputy Director, with some flexibility for exercising independent judgment. Supervision is not normally a function of this class but may be exercised over clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Interviews and assesses clients with disabilities to determine current transferable skills, job readiness, and barriers to employment;

Serves as a subject-matter resource on the Workforce Innovation and Opportunity Act (WIOA), Americans with Disabilities Act (ADA), Ticket to Work (TTW), and related disability employment policies;

Provides case management and career counseling, including skills assessment, career exploration, training opportunities, job readiness activities, and benefits advisement for Social Security Administration (SSA) beneficiaries;

Acts as a client advocate by assisting individuals in navigating partner programs (One-Stop Career Center partners, SSA, ACCESS-VR, OCFS, DOL, community-based services);

Identifies and develops career pathway opportunities in collaboration with employees, education providers, workforce staff, and community partners;

Trains and assists staff, businesses, and training providers on disability-related topics (e.g., accommodations, assistive technology, equal opportunity compliance, and inclusive hiring practices);

Coordinates Integrated Resource Teams (IRTs) and other collaborative efforts across disability-focused and generic service providers;

Maintains accurate case records, databases, and program reports;

Monitors training programs to ensure compliance with funder guidelines;

Supports and facilitates sustainability planning efforts, including partnership development, and continuous quality improvement;

Represents Ulster County OET and One-Stop agencies at public events, job fairs, and community meetings;

Advises on Career Center accessibility within the guidelines of the Americans with Disability Act (ADA), to ensure ADA compliance and assists Equal Opportunity Officer in accessibility reviews;

Engages businesses to increase awareness about the business case for hiring individuals with disabilities and to expand work-based learning and mentoring opportunities;

Conducts career counseling with clients including skills assessment, career exploration, training opportunities and the benefit of developing job search, resume-writing and interviewing skills;

Assists in community outreach work by establishing and maintaining contact with diverse groups through attending job fairs and other events otherwise enhancing awareness and publicity of the employment services and assistance offered.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal and State regulations dealing with disability employment issues; good knowledge of the operation of an Employment and Training partnership program; good knowledge of job search processes, resume development, interviewing skills, and career readiness strategies; working knowledge of Federal Social Security programs which provide services to people with disabilities; working knowledge of digital literacy and ability to conduct remote services; ability to collect, organize, and interpret data relating to Employment and Training programs; ability to establish and maintain effective working relationships with clients, private and governmental agencies; ability to develop jobs and network with prospective employers; ability to express oneself clearly both orally and in writing; ability to understand oral and written directions; patience; initiative; empathy; resourcefulness; honesty; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Bachelor's degree and one (1) year of full-time paid or equivalent part-time experience in providing employment or workforce development services to individuals with disabilities which included career counseling, job placement, benefits advisement, or employer outreach related to inclusive and equitable hiring practices, workforce policies and reasonable accommodations; **OR**
- B. Possession of an Associate's degree and three (3) years of full-time paid or equivalent part-time experience as described in A above; **OR**
- C. An equivalent combination of training and experience as described in A and B above.

Special Requirement: Incumbents must obtain a recognized Work Incentive Counseling and Benefits Advisement credential within six (6) months of hire. Acceptable certification programs include those offered by Yang-Tan Institute at Cornell University or Virginia Commonwealth University. Once obtained, certification must be maintained throughout employment.

Note: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY
2734 DIS RES CD
Classification: Competitive
Grade: 13
Union: CSEA

Adopted: January 26, 2011
Revised: September 29, 2020
Revised: September 25, 2025
Revised: March 10, 2026