

VR SUPPORT SPECIALIST

Rehabilitation Services

Job Location:

Shelby County (HYBRID)

Job Application:

To apply for this position, visit our [Apply Here](#) web page in a new tab by September 14, 2026.

About Position:

This vacancy is within the Tennessee Department of Human Services (TDHS), Division of Rehabilitation Services. Vocational Rehabilitation (VR) Program seeks to provide employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities, and resources. The VR Program provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. Services provided that reduce or eliminate disability related barriers to employment may include counseling and guidance, training, maintenance and transportation, transition services from school to work, personal care assistance, rehabilitation technology services, job placement, post-employment services, supported employment, and independent living services.

The VR Support Specialist performs para-professional program support work for the Vocational Rehabilitation (VR) program within the Department of Human Services. An employee in this class serves as the first point of contact for customer engagement and establishes relationships between Program staff and external partners to ensure timely continuity of services and a successful customer experience. This class differs from that of the VR Support Coordinator in that an incumbent of the latter supports and coordinates VR activities and case management on a professional level.

Responsibilities:

- Utilizes case management systems to support case progression by documenting case activity, maintaining accurate case files, and ensuring required actions are completed in accordance with agency standards, policy manuals, and program requirements within established time frames.
- Coordinates with internal staff, vendors, and providers to support customer engagement and timely progression toward vocational and employment goals. Reviews and monitors case files, records, reports, and documentation for accuracy, completeness, quality, timeliness, and compliance with established standards.

- Creates, processes, and provides follow up on referrals for VR services, including gathering demographic information, coordinating intake activities, and scheduling appointments with appropriate VR staff. Arranges appointments, trainings, assessments, and other customer activities to support customer participation; contacts customers regarding appointments, required documentation, and case-related activities.
- Processes incoming documents, faxes, emails, records, progress reports, and vendor documentation. Requests, obtains, reviews, and maintains medical, educational, psychological, progress, vendor, and other required documentation needed to support customer services and case management activity.
- Creates vendor payment authorizations utilizing vendor portals upon counselor approval, and processes invoices upon receipt. Monitors agency purchase orders and maintains records of inventory, equipment, and property to ensure accuracy, completeness, and compliance.
- Establishes and maintains working relationships with customers, visitors, staff, vendors, and community partners. Provides front desk support by greeting customers and visitors, providing general information, directing inquiries, and supporting daily office operations.
- Prepares and coordinates routine records, reports, intake documents, presentation materials, correspondence, forms, and other documents.
- Supports multiple teams and program areas by managing conference room calendars and bookings, ensuring audiovisual technology is functioning properly, maintaining mail room functions, and supporting operational records management needs. Updates area resource guides and other program documents to ensure information remains accurate, current, and useful to staff and customers.

Qualifications:

- Graduation from an accredited college or university with a bachelor's degree.
- Substitution of Experience for Education: Full-time experience in social sciences, social services, career development/counseling, or working with individuals with disabilities may substitute for the required education on a year-for-year basis.

Target Range:

The target range for the VR SUPPORT SPECIALIST position is **\$34,752 - \$43,368**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Benefits Information:

For more information about employee benefits open our [DHS Employee Benefits brochure](#) in a new tab.

TDHS Mission:

Strengthen Tennessee by Strengthening Tennesseans

TDHS Vision:

To revolutionize the customer experience by growing capacity to reduce dependency.

TDHS Values:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions