

## Disability Specialist Competencies

### 1. History and Structure

- Understand and reference the following Federal and State laws which impact and apply to the workforce development system:
- Americans with Disabilities Act (ADA) : Title I – Employment, and Title II – Government Services and Programs.  
[http://www.ada.gov/ada\\_title\\_I.htm](http://www.ada.gov/ada_title_I.htm)  
[http://www.ada.gov/ada\\_title\\_II.htm](http://www.ada.gov/ada_title_II.htm)
- The Rehabilitation Act: Section 503 – Business Hiring w/Federal Contracts, Section 504 – Federal Agencies and Programs Receiving Federal Funds, and Section 508 – Accessible Information Technology.  
[http://www.dol.gov/ofccp/regs/compliance/ca\\_503.htm](http://www.dol.gov/ofccp/regs/compliance/ca_503.htm)  
<http://www.dol.gov/oasam/regs/statutes/sec504.htm>  
<http://www.dol.gov/oasam/regs/statutes/sec508.htm>
- Workforce Investment Act (WIA): Section 188 – Accessibility of One-Stop Services and Programs  
[www.dol.gov/oasam/regs/statutes/sec188.htm](http://www.dol.gov/oasam/regs/statutes/sec188.htm)  
[www.doleta.gov/disability/html/docs/teim\\_16\\_99.html](http://www.doleta.gov/disability/html/docs/teim_16_99.html)
- Washington State Law Against Discrimination, RCW 49.60  
<http://www.hum.wa.gov/Employment/WLADEmployment.html>
- Individuals with Disabilities Education Improvement Act (IDEA)  
<http://idea.ed.gov/explore/home>
- Understands how NWC Policy and Procedure Directive (WIA 01-28) is operationally implemented in the WorkSource Centers and WorkSource System.  
<http://www.nwboard.org/policies/documents/wia/WIA01-28-Accommodations.pdf>

### 2. Program Management

Participates effectively in universal access reviews and offers potential solutions to help WorkSource facilities comply with the requirements of the WIA – Section 188 checklist.

Assists WorkSource staff in following universal design principles for:

- Program Policies, Procedures, and Protocols

- Products and Services
- Outreach and Marketing Materials
- Physical Structures
- Staff Training
- Information Technology

### **3. Customer Service**

Provides technical guidance, information, and strategies regarding the provision of reasonable accommodations, reasonable modifications, and auxiliary aides, and services to:

- Business seeking to retain their workforce and/or hire a diverse workforce.
- Job Seekers
- Internal customers within the WorkSource system.

Is knowledgeable and shares information about disability related tax credits and incentives available to business and job seekers.

Understands the contents of the Guidelines for Accessible Documents, Presentations, and Websites and advises business on the benefits of applying universal design principles.

### **4. Diversity**

Understands the importance of effective communication and can provide best practice examples in serving customers with disabilities.

Able to effectively research accommodation/modification requests in accordance with NWC WorkSource Policy WIA 01-28, in order to assist the EEO Officer or accommodation granting authority.

### **5. Technology**

Demonstrates the application of NWC assistive technology available to staff and customers.

Demonstrates the application of Microsoft Office accessibility features.