

Class Concept

This class recognizes responsibility for program management and supervision of a component of the State's Vocational Rehabilitation program. Employees serve as manager of a more narrowly defined statewide program or as manager of multiple programs serving a smaller specialized client population in the areas of program development, planning, research and analysis, evaluation, casework services and related administrative functions.

Position directs the work of a small-to-moderate number of program consultants and other professional staff engaged in identifying service delivery gaps and developing plans to meet those needs. Position leads staff in developing criteria to measure effectiveness of operations, solicits consensus on performance evaluation activities, and develops and revises statewide policies and procedures related to casework services. Position may direct audit procedures to identify casework deficiencies and recommends/ assists with training to address deficits. Position serves as a consultant to field staff in unusual rehabilitation service plans. Some positions may manage a fairly comprehensive program that serves a small client population that have specialized needs, such as an adult residential training program for independent living skills, assistive technology, or service delivery for the deaf-blind client population. Work involves considerable planning and coordination with other state and federal agencies to ensure comprehensive rehabilitation services. Work is performed independently under the general supervision of a higher level manager, deputy director, director or designee and is reviewed through periodic conferences and reports.

Position is differentiated from the Rehabilitation Program Manager II by the scope of the program, number and types of staff supervised, and reporting relationship to higher level program manager.

Recruitment Standards:

Knowledge, Skills, and Abilities

- Considerable knowledge of the policies, procedures and funding mechanisms of the rehabilitation program and services.
- Considerable knowledge of federal and state laws pertaining to vocational rehabilitation and related services.
- Considerable knowledge of best practices, national trends and policy initiatives that impact the service delivery system.
- Skill in the analysis and evaluation of programs and developing/presenting data/reports.
- Skill in establishing and maintaining effective working relationships with staff from Federal, State and local agencies as well as clients, general public, and advocacy groups.
- Demonstrated skill in leadership, planning, budgeting, management and organizational skills.
- Ability to manage a staff of professional and support positions in a specialized program.
- Ability to communicate effectively orally and in writing with Division staff, other state agencies, service providers, stakeholder groups, legislative committees, advocacy groups and various advisory councils.

Minimum Education and Experience

Master's degree in Rehabilitation Counseling or Counseling from an appropriately accredited institution and three years of experience in a rehabilitation service program; or

Master's degree in a closely related human services field from an appropriately accredited institution and four years of experience in a rehabilitation service program; or an equivalent combination of education and experience.