

Class Concept

This class recognizes responsibility for program management and supervision of the State's Vocational Rehabilitation program. Positions serve as managers of large, dynamic statewide programs in the areas of program development, planning, research and analysis, evaluation, casework services and related administrative functions. Positions direct the work of lower-level managers, supervisors, program consultants and other professional and administrative staff engaged in identifying service delivery gaps and developing plans to meet those needs. Positions directs staff in developing criteria to measure effectiveness of operations, solicits consensus on performance evaluation activities, and oversees the development or revision of statewide policies and procedures. 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 the director or designee and is reviewed through periodic conferences and reports.

Positions at the Rehabilitation Program Manager II level typically serve as a member of the Division's executive leadership team. Positions oversee a larger, more dynamic program than seen at the Rehabilitation Program Manager I level. The positions supervised are predominantly supervisory and/or professional level staff and scope of work has significant impact on the program offerings.

Recruitment Standards:

Knowledge, Skills, and Abilities

- Intermediate knowledge of the policies, procedures and funding mechanisms of the rehabilitation program and services
- Intermediate knowledge of federal and state laws pertaining to vocational rehabilitation and related services
- Intermediate 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 skills in leadership, planning, budgeting, management, and organizational skills
- Ability to manage a staff of professional and support positions in a large 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, counseling, or a closely related human services field from an appropriately accredited institution and four years of experience in a rehabilitation service program or closely related area including one year of supervisory experience; or

Current certification as a Certified Rehabilitation Counselor by the Commission on Rehabilitation Counselor Certification (CRCC) and four years of experience in a rehabilitation service program or closely related area including one year of supervisory experience; or an equivalent combination of education and experience.