

Class Concept

This is supervisory and managerial work in organizing and directing the delivery of vocational rehabilitation services in a unit office, identified region, or rehabilitation center. Work involves planning, implementing, and evaluating the technical and administrative components of a diverse rehabilitation program consisting of multiple caseload types, third-party programs, and specialized rehabilitation programs. Positions also serve as a liaison with employment and training agencies and Community Rehabilitation Program providers to meet the federal grant requirements of education and outreach. Some positions may also provide consultation, direction and/or program monitoring to disability enterprises/small businesses and may oversee vocational evaluation and counseling services.

Administrative management tasks include budget development, personnel administration, staff development/training, and program evaluation. Technical aspects of the work relate to casework supervision and consultation/technical assistance provided to subordinate staff.

Employees establish operational objectives which reflect caseload production goals, priorities, equipment and/or other supportive service needs. Work also involves the development and monitoring of a master program of services and fiscal plan. Employees assess service delivery needs based on the nature of the client populations served, availability of community resources, and federal requirements for service provision. Employees assign caseloads, develop and maintain budgets, and initiate organizational changes to ensure coverage of all disability groups within the catchment area.

Employees receive administrative and programmatic guidance from a regional director or designated program manager and may work directly with an assistant regional director or program manager on issues involving fiscal planning (funds for general case services, travel and equipment needs, operational costs; third-party agreements require development of an administrative budget). Work in this class is distinguished from the Rehabilitation Services Manager II by responsibility for fewer subordinate staff, fewer third-party programs, and a limited range of community resources which must be incorporated into service plans.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of federal and state laws, rules and regulations pertaining to vocational rehabilitation program and services.
- Considerable knowledge of administrative and management principles, methods of program evaluation and principles of planning and budgeting.
- Through knowledge of casework management, guidance and counseling.
- Ability to establish and maintain cooperative working relationships with clients, agency staff, and peer professionals in public and private settings.
- Ability to administer and coordinate multiple rehabilitation service programs representing a variety of caseload types.

Minimum Education and Experience

Master's degree in rehabilitation counseling, counseling, or a closely related human services field from an appropriately accredited institution and three 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 three years of experience in a rehabilitation service program or closely related area including one year of supervisory experience.