

Class Concept

This is supervisory and managerial work in organizing and directing the delivery of vocational rehabilitation services in a unit office, vocational rehabilitation facility, or regional area of the State. Positions that oversee unit offices serve a metropolitan area or a district comprised of a larger unit office and one or more sub-units. Work involves planning, implementing, and evaluating the technical and administrative components of a diverse rehabilitation program. Positions oversee programs consisting of a complete range of caseload types, third-party programs, training programs, and specialized rehabilitation programs. Positions located in rehabilitation facilities oversee multiple programs including adjustment services, vocational training, vocational evaluation and counseling. 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.

Positions perform administrative management tasks to include budget development, personnel administration, staff development/training, program evaluation, and property upkeep. 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 management team member. They may work directly with designated management of program staff on issues involving fiscal planning: funds for general case services, travel and equipment needs, operational costs; third-party agreements that require development of an administrative budget including space, staff, and equipment needs. Work in this class is distinguished from the Rehabilitation Services Manager I by responsibility for a greater variety of caseload types, larger number of subordinate staff, larger district catchment area, greater number of third-party programs, and a broader range of community resources which must be incorporated into the service plan, greater numbers of education/outreach programs or disability enterprises/small businesses.

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, peer professionals in public and private settings, employment/training agencies, small business owner/operators.
- 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 four years of experience as an independent counselor to include 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 as an independent counselor to include one year of supervisory experience; or equivalent combination of education and experience.