

### REHABILITATION COUNSELING SUPERVISOR 3

#### KIND OF WORK

Professional supervisory and administrative vocational rehabilitation program work.

#### NATURE AND PURPOSE

Under general direction, supervises a large subordinate staff located within several field offices who are administering vocational rehabilitation counseling and placement services as well as specialized client services; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Directs the overall work activities of subordinate office staff to obtain program standards and to ensure consistent application of divisional policies and procedures by determining appropriate staff size, interviewing and selecting employees, scheduling hours of work, transferring employees and approving staff assignments.

Evaluates individual work performance of subordinate staff against established standards to determine the degree of quality and quantity of the employees' work, recommending salary increases, promotions, demotions, disciplinary actions, or terminations so that personnel issues are handled as necessary.

Develops and directs the implementation of internal office and program policies and procedures so that client services are provided in conformance with divisional goals, standards, and objectives.

Conducts periodic evaluations of the program activities of the offices supervised to determine the effectiveness of existing program delivery approaches, to identify deficiencies and to institute corrective measures so that quality services are continually provided to clients and potential non-compliance situations with state or federal program requirements are avoided.

Interprets vocational rehabilitation laws, regulations, policies and procedures to subordinate staff to assure consistent treatment of clients and conformity to prescribed state and/or federal laws.

Allocates case service funds used by counseling staff and monitors expenditures so the use of the funds are within allowable categories and does not exceed budgeted amounts.

Contacts representatives of local social service agencies and organizations to develop cooperative working relationships and to enhance the range of client services offered so that a mutual exchange of information and client referrals is established and the number of supplemental social service agency referrals available to vocational rehabilitation clients is maximized.

Develops and implements a public relations plan by assigning staff to information and dissemination projects, encouraging staff members to voluntarily engage in community activities and personally conducting speaking engagements and serving on local community boards, committees or organizations so that rehabilitation program services are widely communicated to provide an understanding of program activities by the general population and to encourage participation by eligible clientele.

### KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

#### Knowledge of:

Federal and state vocational rehabilitation laws and regulations and applicable department and divisional policies and procedures sufficient to plan, direct and evaluate program services to clients.

Rehabilitation counseling and work evaluation theory, principles and techniques sufficient to provide subordinate staff with technical guidance and advice regarding the resolution of extremely difficult or unique client case problems.

Psychological, medical and occupational test instruments and measurement techniques sufficient to direct the interpretation and incorporation of the test results to a client's rehabilitation plan.

The concepts of human behavior sufficient to understand and apply data provided by medical and psychiatric consultants regarding the implications of various disabilities on the vocational capabilities of clients.

Labor market conditions and employment practices sufficient to establish staff production goals and approve client job placement plans.

#### Ability to:

Plan, organize, assign and evaluate the work of subordinate staff.

Instruct subordinate staff in the implementation of new or revised program procedures.

Monitor and evaluate delivery of program services and resolve administrative or technical problems detected within a particular delivery system.

Interpret and apply state and federal laws and standards and divisional policies and procedures.

Effectively communicate services offered through vocational rehabilitation programs and present group presentations to community organizations.

Write technical and non-technical activity reports, plans, and summaries.

Est.: 8/83

Rev.:

T.C.:

Former Title(s):