

REHABILITATION COUNSELING SUPERVISOR 4

KIND OF WORK

Professional supervisory/managerial and administrative vocational rehabilitation program work.

NATURE AND PURPOSE

Under limited supervision, supervises a large staff of journey and career professionals who are administering vocational rehabilitation counseling and placement services; administers operations and program budgets; actively develops community relations through grant administration; provides specialized client services; performs related work as required. Positions are located in both densely populated metropolitan areas or larger multi-county areas of greater Minnesota.

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 termination so that personnel issues are handled as necessary.

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.

Administer provision of quality vocational rehabilitation cases services to conform with laws, rules and policies by interpreting 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, and by developing internal office and program policies and procedures so that client services are provided in conformance with division standards, goals and objectives.

Manages case service and non-personnel budgets so available funds are administered effectively by identifying local funding needs; by allocating case service funds used by counseling staff; monitoring expenditures so funds used are within allowable categories and do not exceed budgeted amounts and by delegating special signature authorities for purchasing.

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:

Marketing skills sufficient to successfully obtain grants.

Human relations skills sufficient to mediate between community agencies and organizations, and to build partnerships.

Budget and grant development and administration sufficient to ensure comprehensive delivery of programs.

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, to provide interpretation and solve problems.

Federal or state laws and regulations governing workers' compensation, ADA, education, health, social security and family services sufficient to direct comprehensive delivery of programs and to assist persons with disabilities into employment.

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.

Physical and psychological aspects of disability sufficient to guide clients toward appropriate employment goals.

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, grant and summaries.

Initiate efforts with community agencies to support grant efforts, construct new service delivery models and funding systems to support them.

Est.: 3/96

Rev.:

T.C.:

Former Title(s):