

### Class Concept

Work in this class includes quality assurance reviews and compliance monitoring of vocational rehabilitation and independent living programs for a geographical region composed of several unit offices and/or facility programs. Work includes monitoring appropriateness of decisions made by counselors, support staff, and managers; identifying problems and recommending corrective actions; developing reports of findings; and identifying trends and patterns for appropriate action. Positions provide formalized and informal instruction to rehabilitation counselors and support staff in the policies, rules, regulations, and best practice of the vocational rehabilitation and independent living programs to ensure policy compliance and service delivery to clients. Methodologies used include classroom training, casework review, in-service training, one-on-one mentoring, testing, modeling, role playing, and other methods as needed. Positions in this class also interpret policies, procedures, regulations, standards and laws in the Federal and State Manual. Positions work concurrently with appropriate program specialists and cooperating agency officials in the coordination and evaluation of the various rehabilitation programs within a region. Work is performed independently under the general supervision of a program chief.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Considerable knowledge of services available to individuals from public and private programs
- Thorough knowledge of techniques and practices of rehabilitation counseling planning, guidance, and placement services.
- Thorough knowledge of federal and state laws pertaining to vocational rehabilitation and related services.
- Thorough knowledge of the techniques of interviewing, job placement, and employment opportunities.
- Thorough knowledge of rehabilitation casework services and the established policies and procedures regulating rehabilitation service delivery.
- Thorough knowledge of casework procedures associated with all disability groups.
- Ability to communicate effectively with professional rehabilitation workers in teaching and critiquing.
- Ability to codify or re-design rehabilitation casework procedures.
- Ability to develop and monitor quality and quantity control rehabilitation procedures.
- Ability to prepare and explain comprehensive reports on rehabilitation casework procedures.

#### Minimum Education and Experience

Master's degree in Rehabilitation Counseling or Counseling from an appropriately accredited institution and two years of experience in a rehabilitation service program; or

Master's degree in a closely related field from an appropriately accredited institution and three years of experience in a rehabilitation service program; or

Bachelor's degree in rehabilitation counseling, counseling, or a closely related field from an appropriately accredited institution and four years of experience in a rehabilitation service program; or, an equivalent combination of education and experience.