

REHABILITATION SUPERVISOR

Employees in this class are responsible for the implementation of the rehabilitation program for the blind or other disabled clients within a regional area. Employees supervise rehabilitation staff, develop long-range plans to meet rehabilitation program needs, provide quality assurance regarding rehabilitation casework, develop relationships with local consumer groups and work as a liaison with other institutions and agencies involved in rehabilitation. Employees work with state level program staff in the development of staff training plans, area quality assurance plans and area job development programs. Employees may serve as a liaison with blind, deaf or other disability workshops assisting with the development of their long-range plans and in the development of federal grant applications to meet identified program needs. Employees provide consultation, direction and/or program monitoring to disability enterprises/small businesses. Employees report to a regional director for administrative and technical guidance, especially on issues involving fiscal planning.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees periodically review the service delivery system, staff utilization and opportunities for consumer involvement and develop long-range goals and program plans for the region. Employees utilize state and federal mandates and regulations for developing plans on the use of personnel and physical resources to meet current and future objectives. Work involves quality assurance planning to develop and test standards for casework performance in the areas of documentation, efficient use of resources, timeliness of services, appropriate movement from one status to another and plan reviews in specialized casework problem areas. Staff development planning includes the development and testing of modules to address specific counselor deficiencies; other modules address program operational changes. Long-range facility planning addresses workshop expansion, workshop staff assistance, tuition rates, new service delivery programs and possibly the addition of other facilities to meet needs. Consultation with business enterprises includes goals for stand renovations and the addition of new stands, closing of low income snack bar facilities, the placement of or relocation of snack bar managers, purchase of new equipment, and setting of financial and other standards. Work includes coordinating and implementing the Independent Resources Program which includes individuals of any age whose disability creates a handicap to independent living. Employees participate in job placement program planning in conjunction with job placement counselors and includes plans for job placement, job fairs, employer seminars, job modification assistance, plans for job seeking and employability skills development and involvement in special training for rehabilitation counselors in the job placement program. All of the long-range planning is reviewed with regional directors and division directors for inclusion in statewide plans and goals.

Organizing and Directing - Employees meet with district/unit managers regarding plans for staff utilization, personnel work plans, and recommendations regarding the conduct/performance of subordinates. Employees provide problem solutions related to facilities or business enterprises.

Budgeting - Employees manage the region's budgets for case services and oversee individual rehabilitation and independent living counselor budgets. They ensure that state laws and regulations governing the use of funds in the Business Enterprise Program are followed.

Program Review and Evaluating - Employees perform a comprehensive review of all area programs and services to ensure that visually impaired and blind clients receive quality services and that services are extended to the greatest number possible and that area budget and counselor budgets are expended in a manner to achieve these goals. Employees conduct regularly scheduled reviews of counselor casework, efficiency and documentation for adherence

NC 4204
OSP 10/01/02

to state and federal rules and regulations. Employees evaluate customer satisfaction, identify areas of staff training needs, supervise Independent Living Resource Program for older clients, participate in the administration of workshops' standards of performance, and interpret policies and procedures. Employees consult with workshop directors concerning salary scales for clients, contract procurement, establishment of business management practices, revision of training programs and assist workshops with long-term physical facility planning.

Personnel Functions - Employees interview and hire all staff. Employees are responsible for orientation, training, performance reviews, counseling, disciplining and dismissal.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Emphasis and priorities change frequently when amendments occur in the Rehabilitation Act of 1973 and with following issuance of federal regulations clarifying the expectations of the law. Technology resources are always changing as well as new technology being developed for use with clients. Employees must stay abreast of these changes to provide better service delivery techniques and tools.

Variety of Work Supervised - Employees utilize a variety of skills in conducting needs assessments, financial planning, workforce utilization, consultation on good business practices and analyzing the strengths and weaknesses of the rehabilitation delivery services as well as ensuring compliance with all federal and state rules and regulations.

Extent and Nature of Public Contact - Employees supervise district supervisors, counselors, placement specialists, and support staff. Consultation services are provided by these employees to business enterprises, workshop managers and other non-profit agencies. Employees have public contact with area employers, disability councils, vendors, consumers and their families to develop and maintain successful working relationships.

III. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Considerable knowledge of federal and state laws, rules, and regulations as they pertain to vocational rehabilitation, vocational programs and services, rehabilitation practices, principles and techniques. Considerable knowledge of administrative and management principles, methods of program evaluation, and principles of program planning and budgeting. Thorough knowledge of casework management, guidance and counseling, and the psychosocial implications of providing services to physically and mentally disabled individuals. Thorough knowledge of medical terminology. Ability to establish and maintain 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 Training and Experience - Master's degree in rehabilitation counseling or counseling and two years of experience as a Rehabilitation Counselor II, with at least one year in supervision of rehabilitation services preferred; or current certification as a certified rehabilitation counselor by the Commission on Rehabilitation Counselor Certification and two years of experience as a Rehabilitation Counselor II, with at least one year in supervision of rehabilitation services preferred; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.