

REHABILITATION ADMINISTRATIVE COUNSELOR I

This is professional supervisory and managerial work in the Division of Vocational Rehabilitation's services and independent living programs which involves organizing and directing a limited range of services in a small unit or independent living office setting. Employees are accountable for managing the administrative and technical components of a vocational rehabilitation or independent living program characterized by a small professional staff responsible for providing services to mentally physically disabled individuals. Work requires the development and administration of a unit budget consisting of funds for general case services, travel, equipment and attendant care; negotiation of third-party agreements, and may include coordination of several caseload types. Direct delivery of services requires that employees determine priorities for services in response to community needs and available resources. In addition to the supervisory role, employees are assigned case management responsibilities in providing services at the independent practitioner level. Employees receive administrative guidance from a Regional Director, programmatic supervision from an Assistant Regional Director or state office Independent Living Program Chief and staff.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning – Employees develop and monitor a master program and fiscal plan which defines caseload production goals, priorities for services, and needs for equipment or other supportive services. The planning role is more limited than that of higher level Administrative Counselors based on the smaller professional/support staff and a narrower range of community programs, which must be, integrated into services plans.

Organizing and Directing – Employees assign caseloads, determine internal shifts among caseloads to maintain workload balance, and define priorities for services based on needs of disability groups within the community. Employees adjust case budgets or initiate organizational changes to ensure coverage of all disability groups within the catchment areas, but limited community resources may inhibit the need for frequent adjustments in service delivery.

Budgeting – Employees develop and maintain unit budgets which include funds for general case services, travel and equipment needs, operational costs, and attendant care. Employees justify requests for budgeted funds, monitor expenditures, and approve revisions to budgets. Depending upon assigned area, employees may negotiate third-party agreements requiring development of an administrative budget.

Training – Employees train and orient all new employees in the applications of vocational rehabilitation or independent living policy and procedures. Employees assess counselors' needs for in-service training and recommend agency-sponsored seminars, workshops and conferences.

Setting Work Standards – Employees establish and maintain administrative policies for internal applications within the unit office; determine acceptable standards of work performance by subordinate staff; and interpret agency policies and guidelines regarding technical aspects of the work. As policies governing work standards shift, employees are responsible for explaining and implementing new or modified policies.

Reviewing Work – Work of subordinates is reviewed through manual accounting systems and computer printouts which indicate progress toward service goals. Employees monitor staff accomplishments through status reports and by periodic conferences with staff to correct deficiencies in completed work.

Counseling and Disciplining – Employees identify irregularities or other problems related to staff performance and initiate corrective action which includes teaching, directing, or counseling subordinate staff. Employees issue verbal/written warnings or recommend staff dismissals to supervisors in cases requiring extreme disciplinary action.

Performing Other Personnel Functions – Employees screen and interview applicants, evaluate educational credentials and work experience, and discuss hiring decisions with supervisor. Employees recommend promotions, transfers, dismissals, and permanent employment of subordinate staff; evaluate eligible employees for salary adjustments; and conduct systematic evaluations of staff performance.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised – Substantive changes in rehabilitation procedures or methodology occur infrequently but may result in redeployment of staff, shifts in caseload emphasis, or adjustments to policy changes. Employees must respond to advances in medical and other technology changes, counseling approaches or treatment of various disabling conditions.

Variety of Work Supervised – Employees supervise professional and support staff engaged in the direct delivery of vocational rehabilitation or independent living services.

Number of Employees Responsible For – Employees supervise approximately 5-13 professional and administrative support personnel.

III. EXTENT OF SUPERVISION RECEIVED: With the exception of major program changes or Controversial issues, employees plan and direct a full range of rehabilitation services with considerable latitude and minimal review. Supervisors may provide guidance or consultation on sensitive issues or in the absence of case precedent to resolve problems.

IV. SPECIAL ADDITIONAL CONSIDERATIONS – Staff members work within a normal eight-hour schedule; composition and nature of the work force is stable with changes occurring infrequently; and staff may be located in several sites away from the central unit office.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities – Considerable knowledge of federal and state laws, rules, and regulation pertaining to vocation/independent living rehabilitation; or vocational/independent living programs and services; and of rehabilitation practices, principles, and techniques. Considerable knowledge of administrative 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 cooperative 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 Education and Experience – Master's degree in rehabilitation counseling, or a closely related human services field and one year of experience as a Rehabilitation Counselor II; or current certification as a Certified Rehabilitation Counselor by the Commission on Rehabilitation Counselor Certification and one year of experience as a Rehabilitation Counselor II.

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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.