

REHABILITATION ADMINISTRATIVE COUNSELOR III

This is professional supervisory and managerial work in planning and directing a full range of vocational rehabilitation services in a unit office serving major metropolitan areas in the State. Work involves developing, implementing, and evaluating the technical and administrative components of a complex vocational rehabilitation program consisting of the complete range of caseload types, multiple third-party programs, and a limited number of specialized rehabilitation programs. Employees integrate a range of human services programs in the community which are specifically structured to address the needs of various disability groups. Work may require coordination of vocational rehabilitation programs with regional academic, medical, and/or research facilities engaged in the development of innovative techniques which impact directly upon services. Administrative management tasks include budget development, personnel administration, staff development/training, and program evaluation. Technical aspects of the work relate to casework supervision and consultation/technical assistance provided to subordinate staff. Work in this class is distinguished from the Rehabilitation Administrative Counselor II by responsibility for broader range of caseload types, larger professional staff, more numerous third-party programs, and a more comprehensive array of specialized community resources which must be incorporated into the unit service plan. Work may include other related assignments as determined by appropriate management. Employees report to a Regional Director for administrative and technical guidance but also work directly with an Assistant Regional Director on issues involving fiscal planning.

I. SUPERVISORY MANAGERIAL FUNCTIONS:

Planning – Employees develop and monitor a master program and fiscal plan and establish operational objectives which reflect caseload production goals, priorities for services, and needs for equipment or other supportive services. Work requires periodic conferences with subordinate staff to negotiate appropriate goals and determine deadlines for completion of work. Planning cycles are usually short-term and do not extend beyond one year.

Organizing and Directing – Work involves responsibility for assessing service delivery needs based on the extent and availability of community resources, nature of the target population, and on agency requirements for provision of services. Employees assign caseloads, adjust case budgets to reflect shifts in workloads, and initiate organizational changes to ensure coverage of all disability groups within the catchment area. Major program or organizational changes are discussed with a supervisor prior to implementation.

Budgeting – Employees develop and maintain a comprehensive unit budget which includes funds for general case services, travel and equipment needs, and operational costs. Work involves negotiation of third-party agreements which require development of an administrative budget consisting of salary, equipment, and travel funds. Employees justify requests for budgeted funds, monitor expenditures, and approve revisions to budgets.

Training – Employees train and orient all new employees in the appropriate applications of vocational rehabilitation policy and procedures. Employees assess individual counselor's 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 production 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:

Dynamic of Work Supervised – Significant changes in the work usually reflect the expansion or reduction of available resources within the community served. Employees must adjust workload balance, utilization of manpower, or caseload assignments in accommodating changes in community programs serving the mentally and physically disabled. Major changes in work policies and agency guidelines occur infrequently.

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

Number of Employees Responsible For – Employees supervise approximately 15-21 professional and administrative support personnel.

III. EXTENT OF SUPERVISION RECEIVED: Employees exercise considerable discretion in structuring the service delivery component of a unit office and determining the scope of vocational rehabilitation services to be provided. Major modifications in organizational structure, program content, or work methods are discussed with immediate supervisor prior to implementation.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Staff members work within a normal eight-hour schedule; composition of nature of the work force is stable with changes occurring infrequently; and staff are 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 regulations pertaining to vocational rehabilitation; of vocational programs and services; of 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 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.

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Minimum Training and Experience – Master’s degree in rehabilitation counseling, counseling or a closely related human services field, 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.

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.