

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Rehabilitation District Supervisor

Class Code: 51346
Pay Grade: GK

A. Purpose:

Directs the operation of a rehabilitation district by supervising the provision of rehabilitation services to individuals with disabilities and ensuring compliance with federal and state law and departmental regulations, policies, and guidelines.

B. Distinguishing Feature:

Rehabilitation District Supervisors manage an office, which serves a geographically assigned territory. Incumbents are responsible for supervising personnel and the delivery of rehabilitation services to clients with disabilities. Incumbents may maintain a limited personal caseload of clients and may be responsible for a sub-office in addition to their own district office. Rehabilitation District Supervisors in offices serving the visually impaired also supervise the provision of rehabilitation teaching services.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)

1. Directs the delivery of rehabilitation services for a district to enable eligible disabled clients to become employable.
 - a. Reviews and approves or disapproves actions taken by staff.
 - b. Advises staff of difficult or unusual case circumstances.
 - c. Conducts random case file reviews to identify problem areas.
 - d. Determines territorial and caseload assignments of staff.
 - e. Interprets and ensures compliance with federal and state laws, regulations, and policies.
 - f. Monitors fiscal and statistical reports and takes necessary action to correct problem areas.
 - g. Conducts administrative review of staff decisions at clients' request as a step in the department's grievance procedure.
2. Monitors case service and rehabilitation teaching activities, including eligibility determinations, service authorizations, expenditures, and rehabilitation or teaching plans to ensure compliance with federal and state law, regulations, and department policy.
3. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary action.
 - e. Conducts performance appraisals and completes performance documents.
4. Maintains a limited personal caseload of clients with disabilities and provides necessary services to successfully rehabilitate them.
5. Maintains an effective public relations program to enhance job placement opportunities, coordinate services, and encourage referrals to the agency.

- a. Provides information to employers, public and private agencies, and service providers.
- b. Maintains regular contact with employers, public and private agencies, and service providers.

6. Performs other work as assigned.

D. Reporting Relationships:

Typically supervises Rehabilitation Counselors, Rehabilitation Counselor Aides, Senior Rehabilitation Counselor Supervisors, and Rehabilitation Teachers.

E. Challenges and Problems:

Challenged to assist Rehabilitation Counselors in the development of effective rehabilitation plans for clients and the need to overcome inappropriate perceptions of the vocation rehabilitation program and of people with disabilities.

Typical problems include dealing with clients' complains, caseload, and territorial arguments of staff, and advising staff on difficult or borderline case service circumstances.

F. Decision-making Authority:

Decisions made include personnel selection and related supervisory responsibilities; determining eligibility of clients for services, develop individualized rehabilitation plans with clients, authorize the expenditure of funds for needed services, and determine when to close client case files; reviewing and approving or disapproving case-related actions taken by Rehabilitation Counseling Supervisors, Rehabilitation Counselors, and Rehabilitation Teachers in the district.

Decisions referred include conducting case file and administrative reviews of the district office on a yearly basis to ensure conformance with the program's regulations.

G. Contact with Others:

Daily contact with clients in the provision of services or resolution of conflicts arising between the client and his/her Rehabilitation Counselor or Teacher.

Weekly contact with health care professionals for medical consultation, to receive referrals, and to coordinate services; with employers for job development and placement; and with various public and private agencies or groups to obtain referrals and provide information or consultation on the program.

H. Working Conditions:

Moderate amount of travel in the performance of their duties. Incumbents must work with clients and their families who are under stress. Incumbents may also encounter occasional threats of violence from clients.

I. Knowledge, Skills and Abilities:

Knowledge of:

- interviewing, counseling, and instructional techniques;
- the limitations and capabilities of people with disabilities;
- effective methods of supervision;

- medical, psychiatric, and psychological terminology;
- federal and state vocational rehabilitation programs;
- community resources;
- other disability resources;
- information concerning the job market.

Ability to:

- establish and maintain effective working relationships with clients and employers;
- identify and select appropriate in-service training;
- interpret and comply with personnel policies and procedures, program policies and procedures, and program accreditation standards.