

STATE OF OHIO (DAS)

CLASSIFICATION

SPECIFICATION

CLASSIFICATION SERIES

Vocational Rehabilitation Counselor

MAJOR AGENCIES

Opportunities for Ohioans with Disabilities

SERIES NUMBER

6972

EFFECTIVE

01/06/2019

SERIES PURPOSE:

The purpose of the vocational rehabilitation counselor occupation is to provide rehabilitative services to eligible individuals with disabilities & to prepare them for suitable employment.

At the caseload assistant level, incumbents assist applicants/eligible individuals with disabilities to access vocational rehabilitation services and progress toward increased functioning & mutually agreeable vocational goals &/or assist vocational rehabilitation counselors in developing comprehensive individual plans of employment for eligible individuals with disabilities based on outcomes of counseling & assessment activities.

At the counselor levels, incumbents conduct full scope of vocational rehabilitation counseling & case activity including non-delegable functions &/or activities that must be conducted by qualified rehabilitation personnel in accordance with federal regulations for applicants/eligible individuals with disabilities.

At the advanced specialist level, incumbents coordinate & review programs in assigned region or on statewide basis & act as liaison with staff, field providers &/or special population groups.

At the higher levels, incumbents supervise staff or manage vocational rehabilitation activities in assigned geographical area(s) or locations.

Glossary:

Non-Delegable Functions: An inherent counseling function that is a specific requirement or duty that cannot be assigned to a third party for completion (i.e. eligibility determination, Individualized Plan for Employment signature authorization, clones, closures)

JOB TITLE

Vocational Rehabilitation Caseload Assistant

JOB CODE

69721

PAY GRADE

9

EFFECTIVE

01/06/2019

CLASS CONCEPT:

The full performance level class works under direct supervision & requires considerable knowledge of rehabilitation counseling or related human services area in order to coordinate, schedule & conduct interviews & individual/group orientations with applicants/eligible individuals with disabilities to assess vocational needs, assist with job placement &/or candidate sourcing activities.

JOB TITLE

Vocational Rehabilitation Counselor

JOB CODE

69723

PAY GRADE

11

EFFECTIVE

01/06/2019

CLASS CONCEPT:

The full performance level class works under direct supervision & requires considerable knowledge of rehabilitation counseling or related human services area in order to conduct full scope of vocational rehabilitation counseling & case activity including non-delegable functions &/or activities that must be conducted by qualified rehabilitation personnel in accordance with federal regulations for applicants/eligible individuals with disabilities.

JOB TITLE

Senior Vocational Rehabilitation Counselor

JOB CODE

69724

PAY GRADE

12

EFFECTIVE

01/06/2019

CLASS CONCEPT:

The full performance level class works under direct supervision & requires considerable knowledge of rehabilitation counseling or related human services area in order to conduct full scope of vocational rehabilitation counseling & case activity including non-delegable functions &/or activities that must be conducted by qualified rehabilitation personnel in accordance with federal regulations for applicants/eligible individuals with disabilities.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Vocational Rehabilitation Program Specialist	69725	13	01/06/2019

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of rehabilitation counseling or related human services area in order to coordinate & review programs in assigned region or on statewide basis & act as liaison with staff, field providers &/or special population groups.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Vocational Rehabilitation Program Administrator	69726	13	01/06/2019

CLASS CONCEPT:

The first administrative level class works under administrative direction & requires thorough knowledge of vocational rehabilitation principles/techniques, supervisory principles/techniques & agency policies & procedures regarding program activities of section, area, division or bureau in order to provide program direction by relieving superior of variety of difficult vocational rehabilitation related &/or administrative duties, or to do all of preceding & supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Vocational Rehabilitation Supervisor	69727	14	01/06/2019

CLASS CONCEPT:

The supervisory level class works under general direction & requires thorough knowledge of rehabilitation counseling or related human services area in order to plan, direct & manage provision of services to eligible individuals with disabilities through supervising assigned vocational rehabilitation counselors &/or program specialists, housed at or assigned to one or multiple work locations, or does all of preceding & also supervise other staff (e.g., office professionals, accountant/examiners, interns/students).

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Vocational Rehabilitation Manager 1	69728	15	01/06/2019

CLASS CONCEPT:

The first managerial level class works under general direction & requires thorough knowledge of rehabilitation counseling or related human services area or public or business administration in order to administer & direct multiple statewide vocational rehabilitation support programs or to serve as assistant to higher level Vocational Rehabilitation Manager 2 and, in addition to either option, supervises assigned staff, to include vocational rehabilitation supervisors, program specialists &/or vocational rehabilitation counselors or in Department Of Mental Health and Addiction Services, manages department of vocational services & supervises workshop program evaluation supervisors in provision of rehabilitation services to facility &/or community consumers.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Vocational Rehabilitation Manager 2	69729	16	01/06/2019

CLASS CONCEPT:

The second managerial level class works under general direction & requires considerable knowledge of rehabilitation counseling or related human services field or public or business administration in order to plan, develop & direct vocational rehabilitation programs in assigned geographical area & supervise lower- level managerial or supervisory staff & administrative support staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Vocational Rehabilitation Caseload Assistant	69721	12	01/06/2019	9

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Coordinates, schedules & conducts interviews & individual/group orientations with applicants/eligible individuals with disabilities to assess vocational needs (e.g. gather information regarding disability, functional limitations, work history, social history, educational background & special interests, researches individual's disabilities, labor market information, education & training programs, referral sources & general information to aid higher-level Vocational Rehabilitation Counselors & to increase understanding of the individual's limitations & ensure appropriate services, teaches job seeking skills to individuals with disabilities individuals with disabilities, individually or in group setting, assists higher-level Vocational Rehabilitation Counselors &/or individuals with disabilities individuals with disabilities with research regarding employment placement services & follows-up on employed individuals with disabilities to assess need for further services & assists individuals with disabilities & employers in understanding employment agreements & laws pertaining to wages & employing individuals with disabilities). Coordinates & conducts direct job placement activities with individuals with disabilities including proper procedures in preparing resumes & completing job applications, preparing for job interviews & information regarding how to seek employment. Assists employer partners in community to facilitate placement of eligible individuals with disabilities.

Prepares paperwork to request diagnostic testing/evaluation from doctors, psychologists &/or other health care professionals; reviews & discusses diagnostic information with medical consultants to assist Vocational Rehabilitation Counselors to determine eligibility & to identify specific vocational rehabilitation services needed, conducts in-house evaluations/assessments to assist in determination of appropriate vocational goal.

Maintains & disseminates general information & resources (e.g. information/referral, referral packets, vocational exploration services), conducts referral screening & pre-planning groups.

In conjunction with Vocational Rehabilitation Counselor (VRC) , monitors individualized plan for employment, researches & coordinates services (e.g. physical/mental restoration, assessment, training, work adjustment, personal assistance, transportation, maintenance, rehabilitation engineering, assistive technology service & other goods & services); monitors progress via review of reports, meetings & contacts with individuals with disabilities & community rehabilitation partners; identifies service plan amendments or need for additional services, ensures appropriate documentation is included in case record (e.g. grades, reports from vendors, case notes), individuals schedules appointments, screens & refers calls.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations, departmental policy & procedures related to vocational rehabilitation programs*; eligibility criteria*; vocational testing & assessment techniques*; available community & governmental resources*; nature & implications of physical or mental disability*. Skill in operation of personal computer & related software, business acumen, customer service, problem solving & decision making, critical thinking Ability to define problems, collect data, establish facts & draw valid conclusions; interpret labor market data*, develop service plans suitable to consumer needs*; gather, collate & classify data, handle sensitive face-to-face contacts & develop good rapport with individuals with disabilities.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Undergraduate degree in vocational rehabilitation counseling, counseling, social work, psychology, disability studies, special education, business administration, human resources, economics or related rehabilitation or human services area.

-Or 24 mos. exp. in the delivery of vocational rehabilitation services (e.g. job development, certified vocational evaluator, vocational specialist).

-Or equivalent of Minimum Class Qualifications for Employment noted above.

Note: Education & experience per Code of Federal Regulations Title 34-Subtitle B-Chapter III-Part 361-Subpart B-361.18

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Travel may be required.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Vocational Rehabilitation Counselor	69723	12	01/06/2019	11

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts full scope of vocational rehabilitation counseling & case activity including non-delegable functions &/or activities that must be conducted by a qualified rehabilitation professional in accordance with federal regulations for applicants/eligible individuals with disabilities; Conducts initial intake: processes referrals, completes applications, conducts initial assessment for eligibility, completes health assessment & related forms; determines necessary diagnostic/vocational (e.g. ergonomics, community based assessment, mobility) assessments. Determines eligibility & order of selection for individual: obtains individual's records, reviews medical, disability (e.g. work history observation, self-reports) &/or psychological information; identifies individual's disability; determines impediments to employment; assesses need for VR services; determines areas of functional limitation; identifies timeline for services.

Facilitates comprehensive assessment/vocational planning: identifies individual's vocational interests & skills, counsels individual regarding his/her disability, determines services & providers. Counsels individual on selection of vocational goals & services; evaluates aspects of available jobs in relation to disability & job market, provides information & training concerning appropriate grooming & attire, proper procedures in preparing resumes & completing job applications, preparing for job interviews and information regarding how to seek employment.

Determines funding sources & comparable benefits; finalizes, approves & signs written individualized plan for employment. Refers &/or provides direct service(s) to individual; monitors progress toward vocational goals & vendor provision of services. Monitors vendors to ensure quality of services provided; intervenes to correct areas of deficiency. Identifies service plan amendments or need for additional services. Evaluates individuals with disabilities for job readiness, coordinates job placements &/or recommends additional training, determines when to close case, advises consumer on post closure resources.

Maintains detailed case record on each individual monitors case expenditures & resolves outstanding authorizations; Authorizes VR services in accordance with fee schedule, evaluates services provided (e.g. by CRPs, CMCs, support staff) to ensure individual's needs are met; provides oversight of service provision & fee schedule/billing, initiates corrective action as needed.

Develops &/or maintains VR community relationships: establishes &/or maintains relationships with community partners to promote referrals for VR services, serves on community committees, markets VR to employers and businesses; assists businesses with identification of employment needs. Conducts surveys of businesses, industry & community agencies. Assists employers in understanding laws regarding minimum wage, employment of individuals with disabilities; provides vocational & labor market information; identifies individuals with disabilities to meet employer needs.

&/OR

Performs non-delegable functions for case management contracts: verifies individual's case documentation; resolves discrepancies in case files; maintains responsibility for r casework decisions related to non-delegable functions (e.g. eligibility, order of selection, individualized plan for employment, clones, closures). Provides technical support to VR contractors, conducts coordinator trainings & meetings. Evaluates services provided (e.g. by CRPs, CMCs, support staff) to ensure individual's needs are met; provides oversight of service provision & fee schedule/billing, initiates corrective action as needed.

&/OR

Provides generalized counseling services as identified above with specific service provisions related to transition services or rehabilitative teaching: Assesses individual's disability, limitations, background, interests & need for adaptive equipment (e.g. evaluates personality, aptitude & social, economic & educational background); types & effects of disabilities & environmental factors; assesses needs in area of physical restoration & need for adaptive devices; arranges for instruction in methods to allow independence). Evaluates attitudes & emotions to ensure effectiveness of programmatic response; provides support, assistance, motivation & advice in social, personal & vocational areas; Provides instruction in home management techniques, communication (e.g., braille instruction, typing, using various home utensils, tools & devices). Coordinates or develops services with education &/or rehabilitation facilities, home industry services & social service agencies; acts as resource person to counselors & others concerning techniques for handling cases of individuals with severe and/or multiple disabilities. Evaluates services provided (e.g. by CRPs, CMCs, support staff) to ensure individual needs are met; provides oversight of service provision & fee schedule/billing, initiates corrective

action as needed.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations; departmental policy & procedures related to vocational rehabilitation programs; eligibility criteria; caseload management practices; rehabilitation technology & job accommodations; agency & applicable governmental laws, rules, regulations & procedures*; vocational testing & assessment techniques; counseling & guidance strategy, person-centered planning, cultural competence, career & employment services planning; community & governmental resources; supported employment, customized employment, medical & psychological aspects of disability to include functional limitations & vocational implications. Skill in operation of personal computer & related software*, business acumen, customer service, problem solving & decision making, critical thinking. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret labor market data & trends, develop service plans suitable to individual's needs; gather, collate & classify data; handle sensitive face-to-face contacts, build relationships with businesses, develop good rapport with individuals with disabilities.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Master's degree in in vocational rehabilitation counseling, counseling, social work, psychology, disability studies, special education, or related rehabilitation or human services area;

Or, Master's degree in business administration, human resources, law, management, public administration or related field which provides competence in the employment sector &/or the field of disability; 12 months direct work experience with individuals with disabilities (e.g. Independent Living Center) or 12 months experience providing direct service or advocacy activities with individuals with disabilities.

Or, Bachelor's degree in vocational rehabilitation counseling, counseling, social work, psychology, disability studies, special education, business administration, human resources, economics or related rehabilitation or human services area; 24 months experience direct work with individuals with disabilities (e.g. Independent Living Center or 24 months providing direct service or advocacy activities with individuals with disabilities.

Note: Education & experience per Code of Federal Regulations Title 34-Subtitle B-Chapter III-Part 361-Subpart B-361.18

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel, must be able to arrange own transportation.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Senior Vocational Rehabilitation Counselor	69724	12	01/06/2019	12

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts full scope of vocational rehabilitation counseling & case activity including non-delegable functions &/or activities that must be conducted by a qualified rehabilitation professional in accordance with federal regulations for applicants/eligible individuals with disabilities; Conducts initial intake: processes referrals, completes applications, conducts initial assessment for eligibility, completes health assessment & related forms; determines necessary diagnostic/vocational (e.g. ergonomics, community based assessment, mobility) assessments. Determines eligibility & order of selection for individual: obtains individual's records, reviews medical, disability (e.g. work history observation, self-reports) &/or psychological information; identifies individual's disability; determines impediments to employment; assesses need for VR services; determines areas of functional limitation; identifies timeline for services.

Facilitates comprehensive assessment/vocational planning: identifies individual's vocational interests & skills, counsels individual regarding his/her disability, determines services & providers. Counsels individual on selection of vocational goals & services; evaluates aspects of available jobs in relation to disability & job market, provides information & training concerning appropriate grooming & attire, proper procedures in preparing resumes & completing job applications, preparing for job interviews and information regarding how to seek employment.

Determines funding sources & comparable benefits; finalizes, approves & signs written individualized plan for employment. Refers &/or provides direct service(s) to individual; monitors progress toward vocational goals & vendor provision of services. Monitors vendors to ensure quality of services provided; intervenes to correct areas of deficiency. Identifies service plan amendments or need for additional services. Evaluates individuals with disabilities for job readiness, coordinates job placements &/or recommends additional training, determines when to close case, advises consumer on post closure resources.

Maintains detailed case record on each individual; monitors case expenditures & resolves outstanding authorizations; Authorizes VR services in accordance with fee schedule, evaluates services provided (e.g. by CRPs, CMCs, support staff) to ensure individual's needs are met; provides oversight of service provision & fee schedule/billing, initiates corrective action as needed.

Develops &/or maintains VR community relationships: establishes &/or maintains relationships with community partners to promote referrals for VR services, serves on community committees, markets VR to employers and businesses; assists businesses with identification of employment needs. Conducts surveys of businesses, industry & community agencies. Assists employers in understanding laws regarding minimum wage, employment of individuals with disabilities; provides vocational & labor market information; identifies individuals with disabilities to meet employer needs.

&/OR

Performs non-delegable functions for case management contracts: verifies individual's case documentation; resolves discrepancies in case files; maintains responsibility for casework decisions related to non-delegable functions (e.g. eligibility, order of selection, individualized plan for employment, clones, closures). Provides technical support to VR contractors, conducts coordinator trainings & meetings. Evaluates services provided (e.g. by CRPs, CMCs, support staff) to ensure needs are met; provides oversight of service provision & fee schedule/billing, initiates corrective action as needed.

&/OR

Provides generalized counseling services as identified above with specific service provisions related to transition services or rehabilitative teaching: Assesses individual's disability, limitations, background, interests & need for adaptive equipment (e.g. evaluates personality, aptitude & social, economic & educational background); types & effects of disabilities & environmental factors; assesses needs in area of physical restoration & need for adaptive devices; arranges for instruction in methods to allow independence). Evaluates attitudes & emotions to ensure effectiveness of programmatic response; provides support, assistance, motivation & advice in social, personal & vocational areas; Provides instruction in home management techniques, communication (e.g., braille instruction, typing, using various home utensils, tools & devices. Coordinates or develops services with education &/or rehabilitation facilities, home industry services & social service agencies; acts as resource person to counselors & others concerning techniques for handling cases of individuals with disabilities with severe and/or multiple disabilities. Evaluates services provided (e.g. by CRPs, CMCs, support staff) to ensure individual needs are met; provides oversight of service provision & fee schedule/billing, initiates corrective action as needed.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations; departmental policy & procedures related to vocational rehabilitation programs; eligibility criteria; caseload management practices; rehabilitation technology & job accommodations; agency & applicable governmental laws, rules, regulations & procedures*, vocational testing & assessment techniques; counseling & guidance strategy, person-centered planning, cultural competence, career & employment services planning; community & governmental resources; supported employment, customized employment, medical & psychological aspects of disability to include functional limitations & vocational implications. Skill in operation of personal computer & related software*, business acumen, customer service, problem solving & decision making, critical thinking. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret labor market data & trends, develop service plans suitable to individual's needs; gather, collate & classify data; handle sensitive face-to-face contacts, build relationships with businesses, develop good rapport with individuals with disabilities.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Master's degree in vocational rehabilitation counseling, counseling, social work, psychology, disability studies, special education or related rehabilitation or human services area, business administration, human resources, law, management, public administration or related field which provides competence in the employment sector &/or the field or disability; must possess applicable licensure (i.e. current certification as a Certified Rehabilitation Counselor (CRC), Licensed Independent Social Worker (LISW), Licensed Professional Counselor (LPC) or Licensed Professional Clinical Counselor (LPCC)).

Note: Education & experience per Code of Federal Regulations Title 34-Subtitle B-Chapter III-Part 361-Subpart B-361.18

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Maintain current certification as a Certified Rehabilitation Counselor (CRC) Licensed Independent Social Worker (LISW), Licensed Professional Counselor (LPC) or Licensed Professional Clinical Counselor (LPCC).

UNUSUAL WORKING CONDITIONS:

Requires travel, must be able to arrange own transportation.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Vocational Rehabilitation Program Specialist	69725	12	01/06/2019	13

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Coordinates & reviews programs in assigned multi-county or district area & provides specialized consultative assistance to program &/or specialized staff (i.e., advises & trains partners, counselors & rehabilitation teachers, interprets & recommends program rules & regulations, assists in program compliance to rules & regulations & evaluates program effectiveness); acts as liaison between agency central office & partner, program, field staff &/or rehabilitation service providers.

OR

Develops & coordinates statewide programs related to vocational rehabilitation (e.g., PCA, IL), recommends program policies & procedures for assigned programs & writes procedural manuals, drafts program goals, oversees activities of program & VR staff.

AND, In addition to one of the preceding options:

Writes reports & program evaluation reports for professional services staff & administrative personnel; drafts program contracts in accordance with agency policy, reviews & monitors contracts; assists in writing grant proposals &/or monitors grant award agreements; makes recommendations for most efficient & effective use of service & grant funds; acts as resource to staff & employers & provides information & staff training on vocational rehabilitation programs; develops & maintains working relationships with employers & provides technical assistance regarding employment related matters (e.g., job site training; assesses work-site & job duties for appropriate consumer placement); identifies, researches &/or projects employer needs; provides technical assistance to counselors (e.g., communicates progress of programs; advises counselors of program changes; tracks counselor authorizations for program budget); works with appropriate entities (e.g., counselors, providers, partners, program coordinators/staff) to ensure delivery of program services; reviews & approves vendor invoices & invoices for reimbursement.

Assists in evaluating quality & quantity of services provided within VR &/or in rehabilitation providers; recommends changes in service delivery techniques; advises on new methods, concepts & approaches to be utilized; acts as technical advisor to staff, employers & providers/contractors & provides information & technical assistance on vocational rehabilitation programs; provides consultation, workshops & seminars related to assigned program; provides consultation & technical assistance to management staff, public & private agencies, individuals with disabilities/their families/advocates regarding assigned program & case service delivery; develops & maintains working relationships with employers; provides rationale for agency programming decisions; negotiates options with providers/contractors to improve poor performance; contacts individuals to obtain information on research topics; answers questions from field staff concerning policy &/or best practices; resolves conflicts between state employees & specialty vocational rehabilitation programs; identifies needs in program area &/or identifies needs of assigned populations (e.g., public assistance recipients; individuals with disabilities using one-stop employment centers); develops options that address needs; proposes strategies for services.

Operates personal computer to produce various documents (e.g., contracts; agreements; progress reports); compiles & analyzes data & prepares quarterly reports on data, projects, provider services & contracts; maintains operational & financial records & reports (e.g., business plans & projections; personnel, payroll & benefit information; disability information & diagnosis; personal & financial information); represents agency at meetings & conferences.

MAJOR WORKER CHARACTERISTICS:

Knowledge of vocational rehabilitation programs; human resource training & development; public relations; management consulting; public accounting; public budgeting or public finance; human services field; federal & state laws & rules governing operation of vocational rehabilitation programs; technical writing; effective oral communication. Skill in operation of personal computer & related software*, business acumen, public relations, customer service, problem solving & decision making, critical thinking. Ability to deal with many variables & determine specific action; develop complex reports & position papers; gather, collate & classify information about data, people or things, handle sensitive inquiries from & contacts with officials & general public; prepare & deliver speeches before general public.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Master's degree in vocational rehabilitation counseling, counseling, social work, psychology, disability studies, special education or related rehabilitation or human services area, business administration, human resources, law, management, public administration or related field which provides competence in the employment sector &/or the field of disability; 24 months experience as a Vocational Rehabilitation Counselor, 69723 or Senior Vocational Rehabilitation Counselor, 69724.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel, must be able to arrange own transportation.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Vocational Rehabilitation Program Administrator	69726	EX	01/06/2019	13

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, evaluates & directs one or more statewide components of vocational rehabilitation program (e.g. develops & implements program policies & procedures; monitors program compliance, develops budgets &/or monitors fiscal compliance); serves as technical consultant to internal &/or external program management (e.g. county boards), providers, partners &/or staff; reviews, monitors &/or reconciles external partner budgets, contractual agreements &/or work product to ensure programmatic &/or contractual compliance, monitors & approves changes as appropriate. If assigned, supervises professional &/or technical personnel.

Serves as liaison between VR & business: markets VR to employers & businesses; assists businesses with identification of needs; works with VR counselors & staff to address employer needs; assists with job readiness & placement for individuals with disabilities (e.g. resume preparation, mock interviews & interview protocol). Assists employers by screening qualifications of individuals with disabilities for identified job openings, refers qualified individuals with disabilities for placement consideration. Obtains interview feedback from potential employers & addresses issues/concerns with VRC &/or individuals with disabilities. Reviews labor market information to identify trends; analyzes trends for applicability to VR programs & individuals with disabilities; educates &/or provides training to VR staff (e.g. labor market information, business needs, trend analysis, resume preparation, interviewing protocol). Tracks & prepares statistical reports on OOD consumer applicants & employer placements.

Recruits &/or trains employees & assists higher-level supervisor/manager in development &/or coordination of overall programs; assigns referrals, provides technical advice to aid administrators in decision making, reviews & responds to complaints &/or inquiries of the public, partners, program participants & government officials; serves as liaison between manager & subordinates, transmits decisions & directives; writes position papers & reports; attends & conducts meetings; prepares & delivers presentations; prepares &/or maintains program reports/documentation &/or proposed legislation or agency rules.

Responds to programmatic issues/needs of staff; leads/monitors project teams; plans, writes & implements bureau goals; prepares or assists with grant applications (e.g., estimates funding needs; projects, summarizes objectives, activities & evaluation process); reviews & approves contract invoices; develops new &/or revises existing service contracts; develops requests for proposal. Develops &/or revises program/project guidelines, standards &/or policy & procedure manual; prepares & maintains required records & reports; conducts research, attends training, seminars & conferences to keep abreast of trends & legislative changes & other developments affecting assigned area(s) of expertise & to expand knowledge & acquire/expand skills.

MAJOR WORKER CHARACTERISTICS:

Knowledge of vocational rehabilitation programs; supervisory principles/techniques; business administration, management science or public administration; public relations; employee training & development; interviewing; federal & state laws & rules governing operation of vocational rehabilitation programs*; technical writing; effective oral communication. Skill in operation of personal computer. Ability to gather, collate & classify information about data, people or things; define problems, collect data, establish facts & draw valid conclusions; deliver speeches before government officials & general public; write, letters, papers & reports; handle sensitive telephone & face-to-face inquiries & contacts with general public; develop complex reports & position papers; gather, collate & classify information about data, people or things, handle sensitive inquiries from & contacts with officials & general public; prepare & deliver speeches before general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in human service area, business or public administration or related field.

-Or completion of undergraduate core program in human service area, business or public administration or related field; 12 mos. training or 12 mos. experience in supervisory, administrative or related position.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel, must be able to arrange own transportation.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Vocational Rehabilitation Supervisor	69727	EX	01/06/2019	14

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, directs & manages provision of services to eligible individuals with disabilities through supervising assigned vocational rehabilitation staff (e.g. counselors, program specialists, caseload assistants, support staff) housed at or assigned to one or more work locations; provides onboarding, monitoring & regular feedback regarding vocational rehabilitation & case processing; provides oversight to staff evaluating & monitoring vocational rehabilitation partnership compliance or ensures equitable delivery of services as required by federal & state law by coaching & developing staff in approaches to service provision, develops annual counselor goals, conducts case & caseload reviews, ensuring timely referral assignments & interpreting policy & procedures. Addresses &/or resolves issues, disputes &/or concerns related to casework, billings, office staff, etc.

Mentors staff, prepares operating objectives, strategies & budget & monitors expenditures for assigned work unit(s), participates in development of area/program wide operating plan & budget, hears first-level grievances, assumes responsibility on behalf of manager (e.g., assumes responsibility of assigned area/program in absence of manager); attends meetings; authorizes payments) when assigned & assists manager with other administrative or supervisory responsibilities; reviews reports, analyzes data for trends, recommends &/or makes necessary adjustments to service delivery; participates in statewide assignments of administrative nature. Recommends &/or initiates purchase/maintenance of equipment, materials & supplies.

Works in conjunction with other rehabilitation agencies & groups to develop resources for consumer services within community; serves as liaison/consultant in establishing programs & services & monitoring inter-agency agreements & makes community contacts to formulate & obtain contracts &/or grants; identifies internal & external issues that may impact service delivery; communicates issues & proposed strategies to agency administration.

Responds to legislative or other inquiries to explain or interpret agency policy or practices; performs variety of public relations activities; attends conferences & staff meetings; serves on statewide & local committees.

MAJOR WORKER CHARACTERISTICS:

Knowledge of budgeting*; human resources planning; employee training & development; supervisory principles/techniques; departmental policies, procedures & practices related to vocational programs; counseling; eligibility criteria; evaluation & appraisal techniques; available community, industrial & government resources; human services area public relations; marketing. Ability to define problems, collect data, establish facts & draw valid conclusions; establish objectives & strategies conducts case reviews & revisions to determine adherence to policy & suitability for individuals with disabilities; prepare budgets & summary of issues impacting services; gather, collate & classify data; handle sensitive contacts with community & governmental officials.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in human services area; 4 yrs. exp. in private/governmental agency in a position providing direct counseling services.

-Or completion of undergraduate core program in human services area; 5 yrs. exp. in private/governmental agency in position providing direct counseling services.

-Or 3 yrs. exp. as vocational rehabilitation counselor or vocational rehabilitation program specialist with Opportunities for Ohioans with Disabilities.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel, sometimes overnight, must be able to arrange own transportation.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Vocational Rehabilitation Manager 1	69728	EX	01/06/2019	15

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts for & on behalf of agency through administration & direction of multiple statewide vocational rehabilitation support programs (e.g. employer marketing, community-based delivery systems, policy & procedures, quality assurance, agency strategic planning, policy development, program & fiscal audits). Utilizes personal judgment & leadership ability to support federally mandated vocational rehabilitation services & delivery systems; & in addition, supervises assigned staff, to include vocational rehabilitation supervisors, program specialists &/or vocational rehabilitation counselors.

OR

Acts for & on behalf of agency through facilitation & direction of vocational rehabilitation services in assigned geographical area: utilizes personal judgment & leadership ability to analyze area case services, finances & caseload movement; develops area staff patterns & budget, researches characteristics of individuals with disabilities in area and service facilities & identify manpower needs; assists in investigation of unusual & emergent situations concerning service delivery & assumes responsibility of assigned area in absence of manager. Assists agencies in grant procurement & design based on needs of individuals with disabilities; acts as liaison between area & government & private agencies to build & maintain mutual referrals & promote quality services. In addition, supervises assigned staff, to include OOD rehabilitation program specialists and/or vocational rehabilitation counselors.

AND In addition to one of the preceding options:

Promotes improved accessibility to rehabilitation services & enhanced program strategies for individuals with disabilities & supervises programs that promote consumer involvement & advocacy. Analyzes & evaluates agency programs, policies & procedures; ensures compliance with federal/state laws & regulations; recommends program changes; evaluates cost effectiveness & accountability of programs; assists in developing policy & directives; ensures timely development of planning documents; develops operating plans, goals & budget, monitors goal accomplishment & fiscal compliance; attends/represents agency with individuals with disabilities, employers, community rehabilitation organizations, educational systems, government officials & news media; serves on various boards & committees representing bureau &/or agency. Responds to public &/or governmental concerns.

OR

In Department Of Mental Health and Addiction Services, manages department of vocational services & supervises workshop program evaluation supervisors in provision of rehabilitation services to facility &/or community consumers.

Acts as administrative/managerial liaison between central office & field operations; evaluates operational needs related to service delivery & case services; represents agency with medical, educational &/or consumer organizations; analyzes transitional programs & specialized services; develops contracts & provides consultation for inter-governmental services; coordinates activities with community mental health boards, state institutions & other private & public service providers; oversees contract agreements, state & federal reports & develops position papers to gain public &/or private support of programs; writes rationales & cost accounting for grants & matching dollars from multiple funding sources.

MAJOR WORKER CHARACTERISTICS:

Knowledge of management; budgeting; workforce planning; department policies, procedures & practices related to vocational programs; eligibility criteria; evaluation & appraisal techniques; available community, industrial & government resources; human services area; public or business administration; caseload management; public relations. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; develop complex reports & position papers; deliver speeches before general public; handle sensitive inquiries from & contacts with individuals with disabilities & general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in human services area or management (e.g., human resources, public, business or rehabilitation administration); 3 yrs. exp. in private/governmental agency in position providing counseling services; 2 yrs. exp. in supervisory/managerial position.

-Or completion of undergraduate core program in human services or management area; (e.g., human resources, business, public or rehabilitation administration); 4 yrs. exp. in private/governmental agency in position providing counseling services; 2 yrs. exp. in supervisory/managerial position.

-Or 2 yrs. exp. as Vocational Rehabilitation Supervisor, 69727.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel, sometimes overnight.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Vocational Rehabilitation Manager 2	69729	EX	01/06/2019	16

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts for & on behalf of agency by planning, developing & directing vocational rehabilitation program & services in assigned geographical area of the state: responsible for area-wide vocational rehabilitation programs & delivery systems; maintains authority and responsibility for day-to-day area operations; supervises lower level managerial or supervisory staff & administrative support staff. Utilizes personal judgment & leadership ability to develop, implement & conduct vocational rehabilitation program policy development, planning & evaluation, prepares area operating budget & goals (e.g., projects necessary allocations for general case services; prepares individualized goals for counselors regarding caseload & individuals with disabilities; implements system of standards & reports; maintains statistics with current data on goal achievement; submits monthly reports regarding goal accomplishment, deviations from goals & budget & recommended adjustments or corrections), serves as area decision maker regarding distribution of staff, caseloads, etc.; directs special projects & initiatives & analyzes case service, administrative & operating costs for both federal & state monies, assists in developing agency's yearly operating plan, exercises independent judgment for fiscal control & accountability of area programs & services to individuals with disabilities; analyzes & assesses policies, programs & procedures for vocational rehabilitation programs; formulates, administers & assesses all phases of direct service delivery, benefit eligibilities & services, coordinates vocational rehabilitation networking at all governmental levels, with private rehabilitation facilities & other service providers, analyzes data to identify & correct deficiencies in service delivery & ineffective costing; analyzes trends & shifts in populations for individuals with disabilities either by demographics or disability type & in conjunction with labor market trends. Makes appropriate adjustments based on information obtained.

Interacts with federal, state & local government officials, consumer groups & advocates for individuals with disabilities; represents area &/or agency at regional &/or national level; provides technical assistance & consultative services to community resources as well as other state & federal agencies; maintains federal & inter-agency relations to facilitate goals of area &/or agency; delivers speeches to community or service organizations & professional associations; develops inter-agency agreements & contracts; develops complex reports & position papers; provides written testimony in support of resources & pending legislation enhancing rehabilitation services & long range employment strategies for individuals with disabilities.

MAJOR WORKER CHARACTERISTICS:

Knowledge of management; public relations; department policies, procedures & practices relative to vocational rehabilitation programs; available community, industrial & government resources; human services area; public or business administration; case management; supervisory techniques/principles; budgeting. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, individuals or things; develop complex reports & position papers; handle sensitive inquiries from & contacts with officials & general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in human services area or management (e.g., human resources, public, business or rehabilitation administration); 3 yrs. exp. in private/governmental agency in position providing counseling services; 3 yrs. exp. in supervisory/managerial position.

-Or completion of undergraduate core program in human services or management area; 4 yrs. exp. in private/governmental agency in position providing counseling services; 3 yrs. exp. in supervisory/managerial position.

-Or 1 yr. exp. as Vocational Rehabilitation Manager 1, 69728.

-Or 3 yrs. exp. as Vocational Rehabilitation Supervisor, 69727.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel, sometimes overnight, must be able to arrange own transportation.