



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
REHABILITATION SUPERVISOR	37	B	12.416
REHABILITATION COUNSELOR III	35	B	12.421
REHABILITATION COUNSELOR II	34	B	12.427
REHABILITATION COUNSELOR I	32	B	12.431

SERIES CONCEPT

Rehabilitation Supervisors and Rehabilitation Counselors manage a caseload budget; determine eligibility or ineligibility; assess rehabilitation needs; develop individualized plans for employment (IPE); coordinate the delivery of services; provide counseling and advocacy services; provide appropriate job placement; and determine employment outcome in order to minimize disabling conditions and reduce dependency for individuals whose mental or physical disability presents a barrier to employment and/or self-sufficiency.

Manage the caseload budget; project and authorize expenditures to assess applicants and meet client needs for physical and mental restoration, training or other rehabilitation services; establish priorities of case spending; track caseload expenses according to prevailing federal, State and agency policies and guidelines; identify and utilize other available financial resources to maximize the use of agency funds.

Interview applicants to establish case histories to include family background, social characteristics, education, work experience, health history and financial status; identify appropriate diagnostics, consultations, medical and psychological records needed to determine eligibility or ineligibility; schedule applicants for medical, psychological and vocational assessments; make referrals to other social services as appropriate.

Analyze data gathered to establish the existence of a disabling condition; determine physical and psychological limitations which are impediments to employment; determine the applicants' need for, and ability to benefit from rehabilitation services to obtain employment for eligibility purposes and plan development.

Determine and document ineligibility based on clear and convincing evidence which may include trial work periods.

Assess rehabilitation needs of clients; identify medical, psychological, social, vocational, educational and other needs including unique strengths, resources, priorities and interests.

Develop an IPE; determine a realistic vocational goal with the informed choice of clients; identify specific intermediate objectives and strategies; determine evaluation criteria and schedules; identify service providers and coordinate service delivery; evaluate the effectiveness of services provided; ensure clients utilize available benefits and entitlements; provide required services; review and modify goals and strategies as needed.

Provide ongoing service coordination and advocacy on behalf of clients to facilitate the IPE; perform a variety of counseling to include adjustment, family, individual and group, and career and job readiness counseling; coordinate job placement services.

Assess job readiness; provide job seeking skills training; develop job placement resources by contacting local employers and private vendors to become familiar with the job market; provide information to local employers regarding agency program goals and State and federal employment incentives; advise and assist employers with appropriate work station modification to accommodate specific disabilities; provide on-the-job training, supportive work, selective job placement and follow-up.

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SERIES CONCEPT (cont'd)

Consult with doctors, psychologists, therapists, prosthesis manufacturers, hospital staffs and dentists to plan and coordinate delivery of physical and mental restoration services; refer clients to training programs in high schools, universities, vocational schools and arrange for mobility and independent living instruction as appropriate; authorize and monitor vocational assessment and vocational adjustment services to evaluate clients' physical and mental limitations, level of vocational functioning, attitude, motivation and work tolerance; consult with co-workers and service providers such as social workers, veterans' representatives and school officials to coordinate areas of overlapping services.

Maintain case files and document all activities and expenditures to include development of IPE, progress notations, correspondence, diagnostic and evaluative reports, case histories and budget status reports; collect, analyze, and report statistical and budget data related to caseloads.

Represent client and agency interests by attending meetings and community events and interacting with employers, other agencies, members of the community and local facilities and institutions; serve on committees and agency staffing to explore issues that impact the agency and its clientele.

Perform related duties as assigned.

CLASS CONCEPTS

Rehabilitation Supervisor: Under general direction, incumbents plan, organize, coordinate and supervise the day-to-day activities of two or more professional staff in a district office or in multiple satellite offices; ensure compliance with applicable federal and State regulations, policies and procedures; and participate in program planning and implementation.

Supervise assigned staff in daily work; provide input to employee selection; provide training and guidance for staff development; delegate authority and responsibility; assign work based on workers' caseloads, skill level and experience; assist in the resolution of more difficult casework problems; assist in establishing work performance standards; evaluate work performance, participate in required formal case reviews and initiate disciplinary actions as required.

Perform fiscal management functions to prevent deficit spending and ensure compliance with fiscal policies and procedures; distribute case service funds to subordinate Rehabilitation Counselors; monitor and approve expenditures for client services when expenditures exceed Rehabilitation Counselor's spending authority; resolve problems with vendors providing client services; take corrective action when spending deviates from targeted goals and program emphasis.

Implement federal, State and agency regulations, policies and guidelines related to program operations; provide assigned staff with explanations, clarifications and interpretations of policies and procedures; review and analyze case records and computer generated reports to determine quality, quantity and timeliness of work production; take corrective action when work unit and individual performance goals are not met; provide higher level management staff with reports which summarize program activities, transactions and production; investigate and mediate client complaints and determine an appropriate course of action; facilitate development of resources within the areas of responsibility.

Establish and maintain cooperative working relationships in the professional and business community to explain services, coordinate service delivery, identify available services, respond to inquiries, and resolve complaints.

Ensure continuity of services by performing duties assigned to other positions in the agency during staff shortages or absences.

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CLASS CONCEPTS (cont'd)

Rehabilitation Counselor III: Under general direction, incumbents manage a caseload, perform the full range of duties described in the series concept and either:

- 1) Independently manage a satellite office in a designated geographical area located in a rural or metropolitan community. Office management responsibilities include administering the operating and program budgets to ensure expenditures do not exceed authorized levels and planning and scheduling day-to-day activities within the scope of established goals and objectives. Incumbents supervise subordinate Rehabilitation Counselors and/or support staff by assigning and reviewing work, providing training and employee development, conducting performance appraisals, and initiating disciplinary actions. Incumbents represent the agency and persons with disabilities to the community, educate the community about disability issues and agency programs, and develop available community resources by attending meetings and conferences, sitting on boards and committees, participating in required formal case reviews, making presentations and providing interpretations of program regulations and guidelines; or
- 2) Supervise a work unit in a district office including at least one subordinate Rehabilitation Counselor II and support staff in a district office; assign and review work; provide training and staff development; evaluate performance; initiate disciplinary action. In addition, incumbents assist the Rehabilitation Supervisor train and mentor newly hired Rehabilitation Counselors I and II; provide technical expertise and guidance in case management and interpretation and application of policies and procedures; assist in resolving problems with clients and service providers; and review work for accuracy and completeness.

This is the advanced journey level in the series. Work is assigned through agency goals and objectives and goal attainment is monitored through informational reports, formal discussions and casework review. This class is distinguished from the lower level by greater signature authority for expenditure of funds and satellite office management, or supervisory and lead worker responsibility for subordinate professional staff. These duties result in a greater variety and complexity of work and higher levels of independence and decision-making.

Rehabilitation Counselor II: Under general direction, incumbents function at the full journey level as a member of a rehabilitation unit. Incumbents manage a caseload and make independent case decisions related to the rehabilitation process and encumber funds for case services and participate in formal case reviews; however, eligibility determinations, individual plans, progress and case closure decisions are subject to supervisory review through case records and statistical printouts and formal case reviews. Incumbents may assign and review work performed by support staff.

This is the journey level in the series. It is distinguished from the trainee level by greater independence, judgment and decision-making required.

Rehabilitation Counselor I: Under close supervision, incumbents learn to perform the full range of duties described in the series concept. Progression to the journey level may only occur upon meeting minimum qualifications and with the recommendation of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * Current certification or proof of eligibility to sit for the Rehabilitation Counselor Certification exam from the Commission on Rehabilitation Counselor Certification is required at time of application for Rehabilitation Supervisor and Rehabilitation Counselor III.

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MINIMUM QUALIFICATIONS (cont'd)

REHABILITATION SUPERVISOR

EDUCATION AND EXPERIENCE: Master's degree in rehabilitation counseling or health, social or other related behavioral science, and one year of advanced journey level experience as a Rehabilitation Counselor which included supervising one or more professional rehabilitation staff; interpreting and applying established laws, regulations, policies and procedures related to the assigned program; and identifying problems, evaluating solutions and recommending action plans for improvement; **OR** Master's degree as described above and one year of experience as a Rehabilitation Counselor III in Nevada State service. (*See Special Requirement*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** principles and practices of supervision; provisions of the Americans with Disabilities Act, Workforce Investment and Opportunity Act, and agency policies and procedures; human anatomy, physiology, anthropology and medical terminology; disease process, injury effect, commonly accepted treatment, prognosis and duration of mental and physical disabilities; goals and objectives of the vocational evaluation process; medical, social, psychological, vocational and independent living needs of persons with disabilities including assistive technology and its application; related outside human service agencies, their services, roles and responsibilities; caseload management techniques sufficient to assign, prioritize and control fluctuating caseloads for subordinate staff. **General knowledge of:** federal regulations regarding employment practices and wages. **Ability to:** identify problems, evaluate alternative solutions, make decisions and execute action plans; interpret and apply established policies, regulations and standards relative to assigned program; evaluate effectiveness, and administer corrective action when necessary; establish work priorities, delegate assignments and train, motivate and supervise professional and paraprofessional staff; organize the work flow to accomplish established goals and objectives; plan and direct program rehabilitation services for persons with disabilities; evaluate program effectiveness and forecast program needs; assign work and delegate responsibility through verbal and written communication; apply management techniques to plan, prioritize and schedule work flow; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Working knowledge of:** federal regulations regarding employment practices and wages; division accounting and data acquisition procedures; federal and State laws, regulations and guidelines applicable to program assignment; medical community including physicians, hospitals and outpatient clinics; methods and procedures used to distribute, approve and track funds expended for client services; agency operating procedures and protocol. **General knowledge of:** state-of-the-art rehabilitation trends and practices; agreement negotiation, including bidding, job planning and the rules and regulations. **Ability to:** analyze fiscal data and plan, prepare and manage budgets; forecast staffing, fiscal, space, equipment and material resource needs; develop and implement detailed procedures that will serve as a training and evaluation resource; present programs and public information to promote a better understanding and acceptance of programs; medical and psychological terminology sufficient to perform quality control and supervisory review functions; read, understand and interpret legal mandates; establish and maintain harmonious working relationships with co-workers, consulting staff and the public; prepare written explanations, decisions and correspondence using appropriate medical, vocational and legal terminology; compare complex facts and abstract concepts relative to medical and psychological conditions to programs regulations, guides and procedures. **Skill in:** mentoring and training subordinate counselors in rehabilitation counseling, case management, occupational testing and guidance.

REHABILITATION COUNSELOR III

EDUCATION AND EXPERIENCE: Master's degree in rehabilitation counseling or health, social or other related behavioral science, and two years of journey level experience as a Rehabilitation Counselor which must have included making eligibility, ineligibility and employment outcome determinations by applying federal, state and agency regulations, policies and procedures for a public vocational rehabilitation program;

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MINIMUM QUALIFICATIONS (cont'd)

REHABILITATION COUNSELOR III (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

negotiating and resolving conflicts; and performing community outreach public relations activities for an assigned program; **OR** a Master's degree as described above and one year of experience as a Rehabilitation Counselor II in Nevada State service. (*See Special Requirement*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** federal, State and agency regulations, policies, procedures and programs; provisions of the Americans with Disabilities Act, Workforce Investment and Opportunity Act; strategies for negotiation and conflict resolution. **General knowledge of:** marketing strategies and techniques for rehabilitation services. **Ability to:** function effectively in a public relations role to include public speaking in order to foster community understanding of disability issues; delegate responsibility through written and verbal communication. **Skill in:** determining eligibility and ineligibility and employment outcomes; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): (*These are identical to the Entry Level Knowledge, Skills and Abilities required for the Rehabilitation Supervisor.*)

REHABILITATION COUNSELOR II

EDUCATION AND EXPERIENCE: Master's degree in rehabilitation counseling or health, social or other related behavioral science and one year of professional experience as a Rehabilitation Counselor, or similar occupation, which must have included making eligibility, ineligibility and employment outcome determinations by applying federal, state and agency regulations, policies and procedures for a public vocational rehabilitation or similar program; negotiating and resolving conflicts; and performing community outreach public relations activities for an assigned program; **OR** two years of experience as a Rehabilitation Counselor I in Nevada State service; **OR** an equivalent combination of education at or above a Bachelor's degree and two years of experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** diagnoses and treatment processes sufficient to analyze and interpret medical and psychological reports; theories and practices related to work assessment, work adjustment and work readiness; medical and psychological reference texts, medical fee schedules and vocational reference materials and how to use them effectively; medical, social and psychological problems unique to persons with disabilities; career counseling and assessment techniques; theories and practices related to disability counseling; vocational consultation and employer services. **General knowledge of:** incentive programs designed to promote employment of persons with disabilities; vocational evaluation instruments used in evaluating characteristics, skills and aptitudes of persons with disabilities; rehabilitation technology and equipment; barriers to independent living and assessment resources. **Ability to:** develop and implement individualized rehabilitation plans; project, authorize and prioritize expenditures associated with rehabilitation services; motivate and persuade employers to hire people with disabilities; synthesize and summarize complex technical and medical information into verbal and written expression for presentation to clients, employers and service providers; apply federal and State regulations, policies and procedures to make eligibility and ineligibility determinations and employment outcomes; manage a caseload budget; assess the availability of comparable services and benefits; work as part of a team and across disciplines; **Skill in:** conducting job modification and restructuring assessments; conducting labor market surveys; presenting job seeking skills training; conducting job analysis and transferable skills analysis for selective placement of persons with disabilities; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): (*These are identical to the Entry Level Knowledge, Skills and Abilities required for the Rehabilitation Counselor III.*)

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MINIMUM QUALIFICATIONS (cont'd)

REHABILITATION COUNSELOR I

EDUCATION AND EXPERIENCE: Master's degree from an accredited college or university in counseling or health, social or other related behavioral science; **OR** a Bachelor's degree from an accredited college or university in counseling or health, social or other related behavioral science and one year of professional experience serving people with disabilities; **OR** a Bachelor's degree as described above and two years of technical or paraprofessional experience serving people with disabilities; **OR** a Bachelor's degree as described above and two years of experience as a Rehabilitation Technician II in Nevada State service; **OR** a Bachelor's degree as described above and one year as a Rehabilitation Instructor I or Vocational Evaluator I in Nevada State service; **OR** an equivalent combination of education and experience at or above a Bachelor's degree as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** counseling principles and practices which includes mental health, group, family and individual counseling, psychosocial and cultural issues in counseling, and foundations, ethics and professional issues in counseling; human growth and development; methods and techniques of interviewing; medical and psychological terminology; basic math. **General knowledge of:** fact-finding and case recording. **Ability to:** establish a counseling rapport with individuals, with varying disabilities and diverse backgrounds; communicate effectively both verbally and in writing; apply appropriate counseling techniques. **Skill in:** eliciting information through interviewing techniques; preparing written reports and keeping accurate records; documenting events and preparing clear, understandable case notes; adding, subtracting, multiplying, and dividing whole numbers, fractions, and percentages.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): *(These are identical to the Entry Level Knowledge, Skills and Abilities required for the Rehabilitation Counselor II.)*

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	11/21/73	11/21/73	11/21/73	11/21/73
REVISED:	5/5/77			
REVISED:	7/1/93P	7/1/93P	7/1/92PC	7/1/93P
	10/23/92PC	10/23/92PC	10/23/92PC	10/23/92PC
REVISED:	7/1/05P	7/1/05P	7/1/05P	7/1/05P
	6/25/04PC	6/25/04PC	6/25/04PC	6/25/04PC
REVISED:	4/6/17UC	4/6/17UC	4/6/17UC	4/6/17UC