



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 TECHNICIAN III	29	E	12.442
REHABILITATION TECHNICIAN II	27	E	12.443
REHABILITATION TECHNICIAN I	25	E	12.444

SERIES CONCEPT

Rehabilitation Technicians provide a broad variety of technical and clerical support to professional rehabilitation counseling staff and spend a preponderance of the time independently coordinating and ensuring the acquisition of required case documentation for disabled applicants during intake and eligibility processing. Incumbents also prepare, record and process authorizations and invoices for client services, and function as the office manager in a rural satellite office or metropolitan outreach office.

Establish, develop and maintain records for designated applicants with disabilities during the intake and eligibility process; present orientation sessions; conduct intake interviews with applicants to elicit information and explain program requirements; initiate and coordinate the collection of required case documentation; assist clients in completing application and release of information forms to permit access to confidential records; coordinate clients' appointments with service providers; transport clients to interviews and appointments; compose correspondence and generate form letters; maintain a variety of database systems.

Prepare, record and process authorizations and invoices for client services; authorize services within assigned spending authority as needed; research and verify costs for client services and purchases; monitor and maintain caseload budget accounts and individual client accounts; coordinate accounting activities with district and central accounting offices; ensure compliance with internal controls procedures.

Recommend the necessity for additional diagnostic information as appropriate; authorize and schedule diagnostic appointments required to determine eligibility in accordance with established guidelines or as approved; compile data into preliminary diagnostic reports; respond to client questions and provide referrals to appropriate community services; attend and provide input during preliminary rehabilitation team staffing with rehabilitation professionals and medical consultants to review information documented during the intake process and clarify issues which may assist in determining eligibility.

Plan, organize, and coordinate office activities in a satellite or outreach office; establish procedures for office support functions; prepare and submit required personnel and payroll forms; order supplies and maintain inventories; maintain motor pool and agency vehicle records; open and route mail; track and reconcile office expenditures.

Provide ongoing technical support to Rehabilitation Counselors; administer aptitude and interest tests as directed; attend meetings and case consultations on behalf of the Rehabilitation Counselor as assigned; assist clients in using the resource center to research career information; conduct labor market surveys or studies and other placement activities; represent the agency in the community to explain and promote programs; provide training to lower level technicians and support staff.

Perform related duties as assigned.

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CLASS CONCEPTS

Rehabilitation Technician III: Under general supervision, and in addition to performing the full range of duties described in the series concept, incumbents either:

- 1) Supervise lower-level Rehabilitation Technician positions and may supervise other lower-level technical or clerical support staff as assigned, to include performance evaluations, work performance standards, assigning and reviewing work, scheduling, training, and discipline; or
- 2) Serve as the training and curriculum coordinator for Rehabilitation Technicians and other lower-level technical or clerical support staff to include establishing, developing, updating and maintaining training curriculum and materials; providing training; creating and utilizing onboarding materials and role-specific documents that conform with State and federal rules, regulations, policies, and procedures; creating and maintaining checklists, logs, spreadsheets, databases, records, and/or reports; developing, reviewing, updating and maintaining desk manuals; and utilizing technology to provide training for rural staff and/or for statewide training meetings.

In addition, incumbents assist in developing, reviewing and implementing policies and procedures; providing input regarding areas of concern, improvement and best practices; and preparing analytical, statistical and narrative reports on activities related to their program area as needed.

Incumbents may receive, review and approve Consultative Exams (CE) requested by lower-level Rehabilitation Technicians or other lower-level support staff; confirm requests are within established guidelines; and ensure correct CE codes have been used.

Incumbents may monitor the purchase and distribution of bus passes and gas cards, including secure handling and fiscal responsibility; ensure Rehabilitation Technicians are following procedures for distribution and documentation; liaison with staff to ensure adherence to established process and documentation standards to include periodic auditing; report any negligence or possible malfeasance regarding bus passes, gas cards or other process as required.

Rehabilitation Technician II: Under limited supervision, incumbents independently perform the full range of duties described in the series concept in support of a Rehabilitation Counselor or Supervisor a preponderance of the time. Case files are reviewed for completeness and accuracy periodically by the Rehabilitation Counselor. Other work is reviewed for clarification of policies or procedures as needed.

This is the journey level in the series. It is distinguished from the lower-level by a greater variety and complexity of duties; a higher level of independence in dealing with applicants and clients and authorizing expenditures for goods and services; a broader scope of responsibility; and a higher level of judgment and decision making required to monitor and maintain caseload and client budgets, coordinate the intake and eligibility process, and/or function as an office manager in an outreach or rural satellite office.

Rehabilitation Technician I: This is the entry level in the series and incumbents either:

- 1) Receive training and gain experience in performing the duties described in the series concept. Incumbents work under close supervision of a Rehabilitation Counselor, receive training in office policies and procedures from a Rehabilitation Technician II, and may progress to the next level upon meeting the minimum qualifications and with the recommendation of the hiring authority; or
- 2) Perform part of the duties described in the series concept and function as a member of a support unit which provides technical/clerical services to professional staff. Incumbents work under general supervision of a Rehabilitation Counselor and do not have full responsibility for the intake and eligibility process for designated applicants and do not exercise spending authority. These positions are permanently assigned to this level, and there is no automatic progression to Rehabilitation Technician II.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * A valid driver's license or evidence of equivalent mobility is required at time of application and as a condition of continuing employment.

INFORMATIONAL NOTE:

- * Some positions may require program-specific experience, which will be identified at the time of recruitment.

REHABILITATION TECHNICIAN III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of administrative or technical support experience which included performing word processing, spreadsheet and database functions; assisting in maintaining and monitoring budgets; conducting interviews to elicit required information; and interpreting rules, regulations, policies and procedures; two years which included experience in a rehabilitation setting providing support to professional rehabilitation and/or disability adjudication staff; **OR** one year of experience as a Rehabilitation Technician II in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: functions and programs of various social service agencies within the community; State and federal rules, regulations, policies and procedures related to eligibility requirements and the provision of client services. **General knowledge of:** basic accounting principles and practices. **Ability to:** organize, coordinate and supervise the activities of subordinate staff; develop and provide training to staff; write concise, logical, grammatically correct reports and memorandums. **Skill in:** videoconferencing and teleconferencing equipment sufficient to provide long distance training; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: State and federal rules, regulations, policies and procedures related to the program area. **Working knowledge of:** State administrative regulations, policies, procedures and guidelines regarding personnel, purchasing and accounting; principles and practices of supervision and training. **Ability to:** supervise subordinate staff including evaluating performance, organizing work flow, assigning and reviewing work, establishing unit procedures, delegating responsibility and administering discipline; effectively train staff in the performance of their duties.

REHABILITATION TECHNICIAN II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of administrative or technical support experience which included performing word processing, spreadsheet and database functions; assisting in maintaining and monitoring budgets; conducting interviews to elicit required information; and interpreting rules, regulations, policies and procedures; one year which included experience in a rehabilitation setting; **OR** one year of experience as a Rehabilitation Technician I in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: interviewing techniques; clerical accounting practices and procedures as applied to monitoring case services and office operating expenses; agency rules of confidentiality in relation to client cases; medical terminology sufficient to identify information pertinent to the eligibility process. **General knowledge of:** functions and programs of various social service agencies within the community. **Ability to:**

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MINIMUM QUALIFICATIONS (cont'd)

REHABILITATION TECHNICIAN II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 work independently under limited supervision; communicate effectively to explain complex policies and procedures both verbally and in writing; conduct interviews to elicit required information; exercise judgment in the evaluation and interpretation of rules, regulations, policies and procedures; coordinate communications with other work groups, both within and outside the agency; research information from a variety of department and external sources; speak publicly in formal and informal settings; identify and understand the needs of persons with disabilities; apply rehabilitation policies, procedures and practices to specific situations. **Skill in:** using word processing, database and spreadsheet computer programs; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: functions and programs of various social service agencies within the community; division manuals, procedures, agency office practices and procedures; eligibility requirements, and other related regulations governing the provision of client services; State and agency rules and regulations applicable to travel advances and claims, personnel/payroll functions and purchasing; **Ability to:** monitor and maintain accounts using the agency's accounting system; identify and understand needs of disabled people and coordinate resources to meet those needs; discuss problems with clients and make decisions as to the appropriate course of action; receive and resolve complaints from program clientele; compile and update information and prepare reports related to specific program/management activities; read and understand medical and psychological terminology.

REHABILITATION TECHNICIAN I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of administrative or technical support experience which included performing word processing, database and spreadsheet related duties; fiscal recordkeeping; and interpreting rules, regulations, policies and procedures; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: basic customer service techniques; common office practices and procedures applicable to making travel arrangements, opening and distributing mail, filing, answering the telephone and making/confirming appointments; word processing and spreadsheet software; data entry techniques; English grammar and punctuation. **General knowledge of:** fiscal recordkeeping methods; rules of confidentiality in relation to client cases; medical terminology sufficient to identify information pertinent to the eligibility process. **Ability to:** use computerized word processing, database management and spreadsheet software; read and apply rules, regulations, policies, and procedures to specific situations; organize and prioritize work; establish and maintain effective working relationships with co-workers, other agencies and the general public; convey information both verbally and in writing to clients; receive, review and process a variety of documents according to established guidelines, policies, regulations and timelines; compile, organize and summarize data; operate common office equipment such as fax machines, calculators, phones, and video equipment; organize and maintain filing systems both manually and on a computer. **Skill in:** using a computer to enter and retrieve data.

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