



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
209 E. Musser Street, Suite 101 | Carson City, Nevada 89701
Phone: (775) 684-0150 | <http://hr.nv.gov> | Fax: (775) 684-0122

MEMORANDUM
HR#25-18

May 23, 2018

TO: DHRM Listserv Recipients

FROM: Peter Long, Administrator *Peter Long*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES – REHABILITATION
MANAGER SERIES

Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Beverly Ghan at bghan@admin.nv.gov no later than June 22, 2018.

If no written objections are received in this office by June 22, 2018, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: **Posting #21-18**
Posting Expires: **June 22, 2018**

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed

| CURRENT | | | | PROPOSED | | | |
|---------|---------------------------|-------|-------|---------------|----------------------------------|-----------|----------|
| CODE | TITLE | GRADE | EEO-4 | CODE | TITLE | GRADE | EE0-4 |
| 12.455 | Rehabilitation Manager II | 39 | A | <i>12.455</i> | <i>Rehabilitation Manager II</i> | <i>39</i> | <i>A</i> |
| 12.409 | Rehabilitation Manager I | 38 | A | <i>12.409</i> | <i>Rehabilitation Manager I</i> | <i>38</i> | <i>A</i> |

Basis for Recommendation

At the request of the Nevada Department of Employment, Training and Rehabilitation (DETR), the Division of Human Resource Management (DHRM) has conducted a review of the Rehabilitation Manager series. Personnel Analysts within the Division of Human Resource Management worked with subject matter experts from DETR and, as a result of this review, it is recommended that changes to the class concepts and minimum qualifications of both levels in the series be revised.

The proposed changes are intended to accomplish the following: broaden the scope of individuals who may apply and qualify at both levels in the series, producing a more robust hiring pool of applicants; afford the Rehabilitation Division more flexibility in being able to hire at both levels in both the Bureau of Disability Adjudication and the Bureau of Vocational Rehabilitation; create a more identifiable career pathway in order to better motivate and retain staff; and, lastly, to reflect changes in federal law (the Workforce Innovation and Opportunity Act which contains amendments to the Rehabilitation Act) with the removal from the minimum requirements for the Rehabilitation Manager II of “proof of eligibility to sit for the Rehabilitation Counselor Certification exam.”

It is recommended, therefore, that the class concepts for both levels of Rehabilitation Managers be revised to remove Bureau-specific language and emphasize the need for supervisory skills. It is also recommended that the minimum qualifications at both levels be amended to change education and experience requirements. The education requirements have been expanded to include a wider array of degrees/areas of study in order to equally prepare individuals for either level. Knowledge, Skills and Abilities at both levels have been revised to reflect less program and more management experience. The requirement of “proof of eligibility to sit for the Rehabilitation Counselor Certification exam from the Commission on Rehabilitation Counselor Certification” was also removed from the Rehabilitation Manager II level. These changes will afford the Division greater flexibility in its recruitment efforts and a greatly expanded applicant pool, both internally and externally.

Lastly, it is recommended that minor revisions be made to the minimum qualifications for Full Performance Knowledge, Skills and Abilities at the Rehabilitation Manager I level to maintain consistency with verbiage and formatting structure.

Management within DETR, as well as DHRM personnel, participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes.

Note: Changes to the class specifications are noted as follows: additions in blue and deletions in red.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0130.

Objections to the proposed change(s) must be received in writing by June 22, 2018. Objections should be addressed to Beverly Ghan, Deputy Division Administrator, Compensation, Classification and Recruitment Section of the Division of Human Resource Management, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: May 23, 2018



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 MANAGER II | 39 | A | 12.455 |
| REHABILITATION MANAGER I | 38 | A | 12.409 |

SERIES CONCEPT

Rehabilitation Managers plan, organize, and manage the operations and services of a district or statewide office; ensure programs and associated services are administered in compliance with applicable laws, regulations, policies and procedures; and participate in program planning, development and implementation.

Manage assigned program areas to meet the goals and objectives of the program; assign work and monitor the achievement of qualitative and quantitative goals; organize and direct the utilization of personnel, materials, and fiscal resources; implement new regulations and policies and procedures; mediate disputes with clients, staff, and service providers; and develop and implement preventive and corrective action when quality and quantity outcomes deviate from program goals and objectives.

Ensure consistent application and conformance with laws, regulations, requirements and restrictions related to assigned programs; interpret and apply complex laws, rules, regulations and policies related to the full range of services applicable to the assignment; participate in developing and reviewing initiatives, policies, forms and other materials.

Plan, design, implement, monitor and evaluate assigned programs and services; identify community and clients needs; identify and secure resources; and coordinate planning and implementation internally and externally.

Plan and administer financial resources to ensure efficient operations and compliance with budgetary limitations; develop budget recommendations and justifications; review and monitor fiscal and management reports; approve fiscal transactions and documents within established limits; provide justification for exceptions; ~~administer~~ *ensure compliance with* contracts and grants; and direct maintenance of an inventory control system.

Serve as a representative of the program to promote and coordinate efforts to achieve goals and objectives; establish and maintain working relationships with community organizations, other state and federal agencies, service providers, and the public; make presentations to interested groups and the media; and represent the program on interagency boards and councils.

Supervise and evaluate the performance of subordinate supervisors and program personnel; identify personnel needs; recruit and interview applicants for position vacancies; review and approve work performance standards; identify staff training needs and arrange and authorize appropriate training; counsel staff and take appropriate disciplinary action when necessary.

Manage facilities occupied by program staff as assigned; identify lease options and arrange for maintenance and repair services; plan and coordinate office layout and cost sharing with other occupants; maintain building safety and security standards; plan for future expansion.

Perform related duties as assigned.

CLASS CONCEPTS

Rehabilitation Manager II: Under general direction, incumbents manage the operations and ~~[service]~~ delivery of *comprehensive services or benefits* of a large district with metropolitan and/or ~~[multiple]~~ satellite offices that provide diverse and complex rehabilitation services *or disability benefits determinations* to clients; ~~[supervise]~~ *manage* subordinate ~~[Rehabilitation Supervisors]~~ *staff* that supervise a highly skilled and educated staff of professionals ~~[and/or paraprofessionals]~~. *This level is distinguished from the Rehabilitation Manager I [It must have] by greater supervisory authority, broader scope of responsibility for ensuring program compliance with applicable State and federal laws, regulations and policies, and [higher-level] specialized knowledge, skills, and abilities required to manage a comprehensive disability services program [approve individualized plans for employment].*

Rehabilitation Manager I: Under limited supervision, incumbents perform the *full* range of duties described in the series concept; *supervise subordinate supervisors and/or professional staff; manage the day-to-day activities, workload and workflow of cases while ensuring compliance with policies, procedures and laws; and make recommendations to enhance business processes and productivity.*~~[manage the operations and service delivery of an organizational unit such as the Bureau of Disability Adjudication which provides Social Security Disability Adjudication services statewide and supervises subordinate Disability Adjudication Supervisors and information technology/data processing staff]~~

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * *Education above the Bachelor's degree level may only be substituted for one year of supervisory experience at the Rehabilitation Manager I level.*

REHABILITATION MANAGER II

EDUCATION AND EXPERIENCE: Master's degree from an accredited college or university in *public administration, business administration, vocational rehabilitation [counseling or health], social services, [or other related] behavioral sciences, or related field* and two years of ~~[supervisory]~~ experience which included implementing, monitoring and evaluating the effectiveness of strategies~~[;]~~; analyzing and interpreting complex laws and regulations to ensure compliance~~[;]~~; recommending implementation of strategies~~[;]~~; and supervising professional staff ~~[, and proof of eligibility to sit for the Rehabilitation Counselor Certification exam from the Commission on Rehabilitation Counselor Certification];~~ **OR** *Bachelor's degree and three years of supervisory experience as described above; OR one year of experience as a Rehabilitation Manager I in Nevada State service; OR [two] one year[s] of experience as a Rehabilitation Supervisor in Nevada State service* **OR** an equivalent combination of education and experience as described above.

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

Working knowledge of: ~~[federal and State laws and regulations applicable to programs for persons with disabilities;]~~ principles and practices of management and public administration; *supervision and mentoring of professionals*; program development, implementation and evaluation; ~~[budget development and administration]~~ *administering fiscal resources and monitoring fiscal reports; quality assurance principles and practices; and operation of personal computers and associated software sufficient to prepare documents and statistical reports* ~~[social, economic, educational and vocational trends including high demand occupations and related labor market demands; principles of organizational structure, analysis and design; medical, social, vocational, psychological, and independent living needs of persons with disabilities; State and federal trends impacting programs and services; relevant State and federal program operations and requirements sufficient to resolve policy and operations questions].~~ **General knowledge of:** ~~[primary economic indicators used in making revenue projections; grant management practices; rehabilitation process~~

MINIMUM QUALIFICATIONS (cont'd)

REHABILITATION MANAGER II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
~~disabilities,]~~ vocational ~~[issues,]~~ *or* medical terminology ~~[, rehabilitation engineering,]~~ and ~~[independent living]~~ programs. **Ability to:** *analyze and interpret complex federal and State laws and regulations to ensure compliance; [develop program philosophy, methodology and implementation; and analyze statistical data and identify trends in workload performance;]* prepare and deliver ~~[oral]~~ group presentations to persuade, motivate, and provide information to others; understand the level of knowledge, skills, and abilities of staff from several disciplines and organize and direct the work activities accordingly; review client case files against federal, State, and division prescribed standards; supervise subordinate supervisors including accomplishing established objectives, delegating responsibility, training, evaluating performance and administering necessary discipline; *and ensure appropriate spending of [manage] public[ly] fund[ed,]s [multi million dollar budgets with diverse funding sources; accurately forecast fluctuations in revenues which impact development of the biennial budget as required].* **Skill in:** ~~[developing and recommending strategies to attain established goals]~~ implementing, monitoring and evaluating the effectiveness of planned strategies; and analyzing and interpreting complex laws and regulations to ensure compliance and recommend implementation strategies; *and all knowledge, skills, and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
~~[Detailed knowledge of: State, agency and bureau information management systems, generated reports, and accounting procedures.]~~ **Working knowledge of:** *relevant State and federal program operations and requirements sufficient to resolve policy and operations questions [rehabilitation process, disabilities, vocational issues, medical terminology, rehabilitation engineering, and independent living programs].* **Ability to:** *develop program philosophy, methodology and implementation; and analyze statistical data and identify trends in program performance [client needs and prepare fundable proposals for federal financial participation as required; work effectively with volunteer boards as required].* **Skill in:** *developing and recommending strategies to attain established goals.*

REHABILITATION MANAGER I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in ~~[business or]~~ public administration, *business administration, vocational rehabilitation, [a field of] social services, behavioral sciences, [vocational rehabilitation or evaluation,]* or related field and two years of ~~[supervisory]~~ experience *which included implementing, monitoring and evaluating the effectiveness of strategies; analyzing and interpreting complex laws and regulations to ensure compliance; recommending implementation of strategies; and supervising [journey level] professional staff [providing disability related services];* **OR** *two years of experience as a Disability Adjudication Supervisor in Nevada State service* **OR** an equivalent combination of education and experience as described above. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: ~~[federal and State laws and regulations applicable to assigned program areas;]~~ principles and practices of management and public administration; ~~[principles and practices of]~~ supervision and *mentoring of supervisors and/or professional staff; [principles and practices of fiscal management;]* quality assurance principles and practices; program development, implementation and evaluation; ~~[budget]~~ *overseeing the implementation of and monitoring and maintaining cost effective program resources [development and administration]; and operation of* personal computers and associated software sufficient to prepare documents and statistical reports ~~[; principles of vocational evaluation; functional limitations due to medical and psychological impairments; team dynamics].~~ **General knowledge of:** *vocational or medical terminology and programs [computer operations sufficient to oversee efficient operation of data processing].* **Ability to:** analyze and interpret complex federal and State laws and regulations to ensure compliance; *prepare and deliver group presentations to persuade, motivate and provide information to*

MINIMUM QUALIFICATIONS (cont'd)

REHABILITATION MANAGER I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
others; understand the level of knowledge, skills and abilities of staff from several disciplines and organize and direct the work activities accordingly; review client case files against federal, State and division prescribed standards; supervise subordinate staff including accomplishing established objectives, delegating responsibility, training, evaluating performance, and administering necessary discipline; and ensure appropriate spending of public funds [~~analyze fiscal data and plan, prepare and manage budgets; plan, organize and direct the work of others; mediate between contending individuals or groups; summarize technical information in common terminology for dissemination to staff and the general public; establish and maintain cooperative working relationships with subordinates, peers, support staff, administrative staff, board members, and other individuals and organizations; set priorities within broadly defined goals and objectives; foster a stimulating and accepting work environment; write concise, logical and grammatically correct business correspondence, analytical reports and technical materials; implement, monitor and evaluate the effectiveness of planned strategies; analyze a situation and develop an effective plan of action~~].
Skill in: discussing a variety of job related topics on short or no notice.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): [~~Working knowledge of: relevant State and federal program operations and requirements sufficient to resolve policy and operations questions. Ability to: develop program philosophy, methodology and implementation; and analyze statistical data and identify trends in workload performance. Skill in: developing and recommending strategies to attain established goals~~] (*These are identical to the Entry Level Knowledge, Skills and Abilities required for Rehabilitation Manager 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.

| | <u>12.455</u> | <u>12.409</u> |
|-----------------|------------------|------------------|
| ESTABLISHED: | 5/18/78 | 11/21/73 |
| REVISED: | | 5/18/78 |
| REVISED: | 7/1/93P | 7/1/93P |
| REVISED: | 11/6/92PC | 11/6/92PC |
| REVISED: | 10/1/97UC | 10/1/97UC |
| REVISED: | 7/1/05P | 7/1/05P |
| | 10/1/04PC | 10/1/04PC |
| <i>REVISED:</i> | <i>6/22/18UC</i> | <i>6/22/18UC</i> |