

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**REHABILITATION REFERRAL SPECIALIST**

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**DEFINITION**

This job classification is used only by the Department for the Blind.

Provides at the advanced operation level or secondary policy-making level, professional management program services for the Department of the Blind which has a significant impact on total agency/government services; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Collaborates with other program administrators in organizational or management matters which affect overall administrative management; serves as a management team member in evaluating and resolving operational problems and making appropriate decisions.

Reviews and analyzes records and reports of work accomplishment to assess program progress and resolve problems; may establish operating guidelines to implement required changes.

Evaluates all aspects of new or established programs including program objectives, policies, procedures, resources, inter and/or intra program balances, and other related considerations; identifies actual or potential problem areas, trends, accomplishments, areas of imbalance, and related factors which impact on programs; may develop performance criteria for program operations and evaluate technical operations against established standards.

Drafts internal procedures and policies for improving coordination among program administrators and supervisors; keeps them informed of management goals and objectives and assists in the implementation of revised procedures, methods and related work changes; answers their questions on such matters or obtains information from specialists when subject matter requires technical knowledge to provide answers, e.g., merit rules, bargaining agreements, etc.

Participates in the selection, discipline and other conclusive personnel actions which involve managers and key personnel; prepares formal request and recommendations for promotions, position reassignments and other status changes; hears group grievances and complaints; may review evaluations prepared by supervisors.

Ensures that government-wide programs such as equal employment opportunity, merit promotion, career development, performance evaluations and related service programs are effectively carried out.

Resolves a moderate spectrum of work related problems in areas which are not covered by precedents or established policies.

Serves as project manager or as a monitor of projects for agency program or administrative areas; develops a project plan and implementation and evaluation methodology; coordinates all aspects of the project in its various states with all individuals functionally assigned to the projects.

Reviews drafts of management proposals and determines compliance with agency policy and legislative impact; may request impact statements and prepare advisory opinions and recommendations for director and program administrators.

Analyzes and evaluates managerial practices and procedures and recommends improvement in organizational structure, staffing patterns, and work distribution.

Drafts reports and other written documents related to agency programs and projects to explain, sell, modify or express departmental position.

Drafts correspondence and other written narratives for the agency director in response to non-routine program inquiries which often involve precedent setting issues.

**COMPETENCIES REQUIRED**

Knowledge of the Rehabilitation Act of 1973 and subsequent amendments to the Act, Rehabilitation Services Administration rules and regulations, state law, departmental policy and procedures.

Knowledge of the rehabilitation process/delivery system.

Knowledge of and belief in positive and realistic attitudes toward blindness.

Knowledge of public vocational rehabilitation - its philosophy, history.

Knowledge of the organizational structure, functions, procedures and applicable regulatory requirements for the organization served.

Knowledge of the principles, theories, techniques and trends of public administration including labor relations, and related programs with universal controlling impact.

Knowledge of source materials and guidelines which can be used to resolve problems encountered not covered by precedent action.

Ability to deal effectively with persons representing divergent backgrounds, interests and points of view.

Ability to establish program objectives or performance goals and to assess progress toward their achievement.

Ability to coordinate and integrate the work activities of program administrators.

Ability to analyze organizational and operational problems and develop timely and economical solutions.

Ability to represent the activity both within and outside the organization and to gain support for the agency's program goals.

Ability to adjust to change, work pressures or difficult situations without undue stress.

Ability to be objective in evaluating facts, situations and circumstances.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust and group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited college or university and experience equal to four years of fulltime professional level work such as program administration, development, management or operations;

OR

an equivalent combination of education and experience substituting the equivalent of one year of full-time work experience for each year of the required education to a maximum substitution of four years;

OR

substitution of twenty-four hours of graduate level course work in a special program curriculum such as Law, Education, Engineering, or Public or Business Administration for each year of the required experience to a maximum substitution of two years.

**NOTE:**

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Department for the Blind.

Effective Date: 09/12 BR