

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Rehabilitation Supervisor

Definition

Supervises the planning and delivery of vocational rehabilitation services to people with disabilities or the analysis and determination of Social Security disability benefits; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Assesses and enhances office and casework activities and procedures.

Manages an area or service unit office.

Assists direct reports to develop and implement self-development and training plans; provides ongoing employee development and training on policies, procedures, and other relevant matters.

Manages unit work assignments and monitors production and timeliness of workflow. Develops improvement plans as needed.

Manages budgets, directs case service allocations, and authorizes expenditures and payments.

Develops plans to ensure compliance with applicable rules, regulations, policies, and procedures.

Counsels, mentors, and advises direct reports on casework issues and service delivery barriers.

Coordinates services with other educational and employment sources within the area.

Develops and maintains effective work relationships with public and private sector agencies and employers consistent with rehabilitation goals.

Interprets and provides information and training on vocational rehabilitation to relevant parties including employers.

Represents agency and area staff in contacts with agencies and clients.

Develops resources to respond to needs, preferences, and choices of eligible clients with disabilities within the area.

Provides necessary support, information, and resources required for direct reports to succeed.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.

- Education and Training – Principles and methods for curriculum and training design, teaching and instructing individuals and groups, and measuring training effects.
- Psychology – Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and assessing and treating behavioral and affective disorders.
- Therapy and Counseling – Principles, methods, and procedures for diagnosing, treating, and rehabilitating physical and mental dysfunctions, and for career counseling and guidance.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Speech Clarity – Speak clearly so others can understand you.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Speaking – Talking to others to convey information effectively.
- Coordination – Adjusting actions in relation to others' actions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited college or university with a master's degree in rehabilitation counseling, counseling and guidance, or a closely-related field, and experience equal to four years of full-time work in professional rehabilitation counseling services.
- 2) All of the following (a, b, and c):
 - a. Graduation from an accredited four-year college or university with a degree in a human services-oriented field involving theories, principles, and techniques of counseling; and
 - b. Twenty-four semester hours of accredited college or university graduate-level course work in counseling; and
 - c. Five years of full-time work experience in professional vocational rehabilitation counseling services.

- 3) Graduation from an accredited four-year college or university with a degree in any field and five years of full-time work experience making determinations in the Social Security Disability program.
- 4) All of the following (a and b):
 - a. Five years of full-time work experience making in the Social Security Disability program; and
 - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.

Effective date: 05/18 WSM