

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
RESOURCE MANAGER

DEFINITION

This job classification is used only by the Department of Education, Division of Vocational Rehabilitation Services.

Under the general direction of a Bureau Chief or Agency Administrator, provides planning, professional and technical consultation, liaison, training, monitoring and evaluation services on a agency-wide or state-wide basis to improve the availability and utilization of resources for agency operations; 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

Develops and recommends administrative rules, legislative proposals, policies, procedures and budgets required to manage agency programs or projects; determines impact and informs program managers, service recipients, other customers and services delivery staff.

Collaborates with program managers in organizational or financial management matters affecting agency management; evaluates and resolves operational problems; regularly attends management planning and policy making meetings and provides advisory services.

Compiles, analyzes and synthesizes data; writes and disseminates reports and studies on existing services, resources and practices.

Acts as project director or as a monitor of projects which impact the agency's operations and services; develops project plan, implementation and evaluation methodologies; coordinates the project.

Maintains relationship with other agencies, community rehabilitation programs, advocacy groups, and other state, local, or federal departments to enhance decision-making and service provision.

Conducts internal program or financial audits and evaluations.

Serves as chief fiscal officer for the agency; provides consultation and guidance to the agency administrator and other agency managers regarding the fiscal elements of planning and program activities; plans, designs, reviews and revises accounting and budgeting strategies of the agency consistent with federal and state requirements and program needs.

Develops and carries out plans, in cooperation with other staff and managers to identify and respond to agency training needs and priorities utilizing internal and external resources.

Coordinates agency continuous quality improvement implementation in auditing employee training and project management.

Develops placement strategies and enhancements among staff statewide to enable persons with disabilities to achieve realistic vocational goals in a timely manner and conserve agency staff and financial resources.

Conducts ongoing assessment of placement service systems and methods utilized and their relative effectiveness; recommends improvements and other corrective actions.

Serves as assigned liaison/consultant with community rehabilitation programs and advisory councils; provides technical, programmatic, and other assistance and advice on legal requirements, funding and state agency priorities.

Evaluates the extent, quality and outcomes of state agency utilization of community rehabilitation programs and other vendor services; develops review standards and conducts annual reviews; recommends changes in statewide policy and practices.

Develops strategic and state plans and their annual updates as a member of a planning and development team.

Chairs policy development committees and special project groups involved in the reviewing, drafting, rewriting, distribution and implementation of statewide policy and procedure manuals.

Conducts continuing statewide studies of the needs of individuals with disabilities within the state and the methods by which these needs may be most effectively met.

COMPETENCIES REQUIRED

Knowledge of the rules, regulations and goals of the bureau and agency of assignment.

Knowledge of program evaluation and monitoring methodologies.

Knowledge of the principles of administration and management including budget preparations and analysis of individual program operations.

Ability to speak and write the English language effectively.

Ability to collect, verify and record information from internal and external data sources.

Ability to interpret and analyze data, regulations and rules pertaining to agency programs.

Ability to establish and maintain effective working relationships with management, supervisors, other agency employees, the general public and employees of other state and federal agencies.

Ability to make logical and accurate decisions based upon interpretations of program rules and data gathered from miscellaneous sources.

Ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

Ability to apply personal ethical standards such as honesty, responsibility, and trustworthiness required to be a productive employee.

Ability to maintain one's emotions and respond appropriately.

Ability to work under stressful conditions.

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 with a Master's degree in rehabilitation, public administration or a closely related field and four years of rehabilitation agency experience two years of which were at a professional, supervisory or administrative level;

OR

an equivalent combination of education and experience substituting the equivalent of one year of full-time work experience for each year (thirty semester or equivalent hours equals one year) of the required education.

NOTE:

For designated positions, the hiring authority may require specialized experience or specific coursework in one or more of the following areas:

financial management (accounting, auditing, budgeting, economics finance)
American sign language
statistical data analysis and research methodology

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

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 employing agency.

Division of Vocational Rehabilitation Services
510 East 12th Street
Des Moines, Iowa

Effective Date: 09/12 BR