



Functional Job Description

Identification

Position Number: 22102007
Internal Title: Rehab Area Manager
Division: Division of Services for the Blind
Senior/Hiring Manager: Dr. Megan Lamb
Funding Source: (90%) Federal (10%) State

Revision Date: 01/28/22
OPM Title: Rehab Area Manager
Grade: GS09
Class Code: L037C
Cost Center: B520419400

Position Summary

The Rehabilitation Area Manager will function as the Rehabilitation Area Manager. The Rehabilitation Area Manager is responsible for planning, implementing, and evaluating the local delivery of quality rehabilitation services to blind and visually impaired persons in Arkansas through the performance of assigned counselor and support personnel. Such performance is subject to state and federal law and regulations and agency and department policy and procedures. The Rehabilitation Area Manager is further responsible to provide oversight and guidance on issues requiring Certified Rehabilitation Counselor (CRC) judgment as assigned. This position is governed by state and federal laws and agency policy.

Education and Professional Work Experience

Minimum Qualifications

The formal education equivalent of a bachelor's degree in rehabilitation counseling, public administration, business administration, psychology or a related area; plus, four years of experience in rehabilitation program organization and administration, including two years in a supervisory capacity. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

Knowledge, Skills, and Abilities

- Knowledge of public rehabilitation and service delivery.
- Knowledge of case management and ethical practice.
- Knowledge of supervisory practices and procedures.
- Ability to plan, coordinate, and implement services.
- Ability to monitor and evaluate service quality.
- Ability to lead, develop, and manage personnel matters.
- Skilled in personnel development and training.



Functional Job Description

Job Responsibilities and Expected Results

Key Business Processes/Duties

1. Familiar with job knowledge requirements and operational procedures of all employees managed.
2. Produces reports, correspondence and other work products demonstrating an understanding of the objective and reflecting superior quality.
3. Ensures quality customer service to those served by the work unit.
4. Develops and actively pursues a personal professional growth plan to strengthen managerial, organizational, or technological skills.
5. Manage any vacant caseloads in their area meeting the requirements of the Rehabilitation Counselor.
6. Approve or Deny all authorizations for services submitted to them within 2 business days.
7. Enter Closure Dates on supervised caseloads within 7 days of approved for closure date.
8. Uses the case management system to effectively supervise, support, and monitor staff.
9. Attends at least two professional development opportunities per year.
10. Clearly sets and communicates goals and expectations for the work unit that support division mission/goals.
11. Fosters professionalism, cooperation, teamwork within the staff.
12. Ensures effective customer service to those served, and cooperation with other work units.
13. Focuses on both getting the work accomplished and timely.
14. Promotes excellence in the work unit by encouraging changes, improvement, innovation, new ideas and solutions to problems and work processes.



Functional Job Description

15. Reviews all cases with Vocational Rehabilitation Counselor(s) quarterly to proactively address concerns and challenges.
16. Monitors Vocational Rehabilitation Counselor(s) activity to ensure 90-day contacts are being made and documented in the case management system in a timely and accurate fashion.
17. Review any cases under their supervision prior to case closure.
18. Clearly and effectively disseminates information to staff members about changes in policy or practice.
19. Provides clear job duties and performance standards for staff.
20. Evaluates staff per DSB Policy.
21. Develops employees through formal and informal training.
22. Effectively coaches employees; instills and supports professional standards.
23. Challenges staff to expand skills.
24. Confronts non-performance issues.
25. Applies disciplinary policy as necessary.
26. Develops and supports professional growth opportunities for staff.
27. Shares in the performance success of caseloads supervised.
28. Reviews Activity Due Reports to ensure Vocational Rehabilitation Counselors are completing required activities by deadlines.
29. Routinely review supervised caseloads to ensure all case timelines are being met per DSB and Federal policy.
30. Provides orientation and training for new staff members to assist them in their role takes leadership role in specialized service area, such as Case Review, Older Blind, Deaf/Blind, Small Business Development, etc., upon request.



Functional Job Description

31. Completes surveys, research special issues and drafts report.
32. Assists Field Administrator with the assignment and monitoring of mentors for new staff, as requested.
33. Provides oversight and guidance on issues requiring CRC judgment as assigned.
34. Develops reports and internal controls for specialized area as required.
35. Attends professional development on topics related to their specialized area.
36. Provides training and support to staff on their specialized area as requested.
37. Perform other duties as assigned.