

DUTY STATEMENT

Classification: Supervisor I
Job Title: Team Manager
Name: (First, Last)
Scheme/Class Code: JY15, 4800
Position Number: 813-250-4800-xxx
Reports To: Supervisor II, District Administrator
FLSA Status: WWG E
Division Vocational Rehabilitation Employment Division
Location: Golden Gate Silicon Valley District/San Francisco District Office
Primary Assignment: Oversee a unit of staff involved in the delivery of vocational rehabilitation (VR) services to consumers.

JOB OBJECTIVES:

Under the general direction of the Supervisor II (District Administrator), the Supervisor I (Team Manager) provides direct supervision over the Vocational Rehabilitation Service Delivery Team staff in an office/catchment area consisting of Senior Vocational Rehabilitation Counselors, Qualified Rehabilitation Professionals (SVRC- QRP), Senior Vocational Rehabilitation Counselors (SVRCs), Staff Services Analysts and Office Technicians (G). The number of staff varies depending on the size of the district. Incumbents are responsible for planning, directing, and organizing the vocational rehabilitation programs and services to the consumers within the district.

ESSENTIAL JOB FUNCTIONS:

Performs the following duties:

50% Provides direct supervision and training to SVRC-QRPs, SVRCs, Staff Services Analysts and other team staff on medical, psychological, community or regulatory matters; approve casework of staff on an ongoing basis; provides counselor support regarding interpretation of regulations and departmental procedures to provide consumer services; assures decisions made on consumer's

vocational rehabilitation plans are in compliance with the California Code of Regulations, the Code of Federal Regulations, departmental case recording standards and Rehabilitation directives; directs and manages the workload of unit, including casework activities; provides oversight of overdue eligibility determinations, severity of disability extensions, Individual Plan for Employment extensions, and completion of annual reviews as required by state and federal laws; directs the completion of District program and case reviews, and special studies to ensure the delivery of quality services, compliance, and level of parity of service within the District or certain specialized efforts.

- 25% Plans, directs, organizes, evaluates, and monitors the work of assigned team staff and provides direct supervision following personnel policies and procedures; oversees the analysis, evaluation, and reporting of performance, staffing, and budget/fiscal data regarding the level of performance and use of resources in the District; makes recommendations for continuous improvement or remedial action as needed; oversees the administration of personnel matters for the district, such as hiring, probation reports, annual reviews/Individual Development Plans, employee conflicts and complaints; conducts first level management review of telework requests, performance evaluations, and approval authority for Senior Vocational Rehabilitation Counselors, QRP; as designated by the District Administrator; works with DOR Labor Relations to ensure harmonious employer-employee relations and to resolve disputes at the lowest level; directs district compliance with personnel and civil rights policies and procedures within mandated timeframes; directs the coordination of district program evaluation and audits to ensure district compliance with state and federal regulations.
- 20% Acts on behalf of the District Administrator to administer the district's rights and remedies process; meets with the DOR Client Assistance Program and consumers in order to resolve consumer issues at the lowest level; as District Administrator designee, is authorized to attend and make decisions for the district at meetings and other events with directors and administrators of community organizations and other external stakeholders; discusses results and recommended actions with the District Administrator; prepares written documentation and presentation materials, as needed for the District leadership team; collaborates with the District Administrator to develop, implement, and monitor the District Strategic Plan; develops and coordinates with the DOR Diversity Officer to address services to

unserved and underserved client populations in the district, and to provide cultural diversity training as appropriate.

Conducts investigations and reporting of alleged dependent adult abuse of DOR consumers as assigned by the District Administrator; consults with DOR Legal Office for guidance and assistance.

Responsible for district response to alleged discrimination complaints filed by consumers; participates in local mediations with the Office of Administrative Law, consumers, and local staff; conducts administrative reviews with consumers and local staff and completes administrative review summary within mandated timelines; prepares fair hearing summary and represents the DOR at Rehabilitation Appeals Board hearings; ensures that all regulatory processes are documented and completed accurately and timely.

Provides oversight and leadership to the outreach and notification to local community partners for annual State Plan public hearings; staffing and logistics for public meetings; and conducting outreach to identified local stakeholders for completion of Statewide Needs Assessment; acts as district liaison with CORE university programs and other recruitment resources;

Establishes and provides oversight and guidance to District workgroups for various projects to plan district personnel recognition and incentive program; plans and coordinates consumer and employer recognition award events; develops stakeholder focus groups to obtain feedback to enhance service delivery; establishes and provides oversight to district workgroups to implement as mandated by the reauthorization of the Rehabilitation Act and other departmental procedures or special projects within the District.

MARGINAL JOB FUNCTIONS:

5% Performs other related duties.

Travel: Up to 5% travel may be required to attend forums, conferences or trainings or meetings.

All Times: Communicate effectively in a professional, tactful, respectful manner with individuals from varied experiences, perspectives and backgrounds, by telephone, email and other technologies as well as

in-person; provide excellent customer service to both internal and external customers; ensure the timely completion of assignments; attempt to resolve individual concern at the lowest possible level; offer other dispute resolution options, and elevate to next level if needed; use initiative, problem solving skills, organizational skills, good judgment, and resourcefulness.

Work Environment and Physical Requirements:

The majority of the work will take place in one of the following locations with consumers, the public, colleagues, and other stakeholders: a DOR open office setting in a cubicle environment, offsite in the community, at events and various partner locations, and/or at an approved alternate work location. The incumbent must have the ability to work in an office setting for up to 40 hours per week and remain at a workstation for extended periods while utilizing a personal computer, peripherals, and other office equipment with or without accommodation. The incumbent will be working in an office setting with both natural and artificial lighting. Strong interpersonal skills are required to interact effectively with consumers, the public, colleagues, and other stakeholders.

Consequence of Error:

This position has responsibility to help ensure that the principles and practices of the Division are carried out and implemented in accordance with the Department's mission, policies, and procedures, as well as federal, state, and local laws. Lack of knowledge, inaccurate work, misunderstanding, poor judgement, or inadequate analyses could result in misleading information being provided to the Department, state and local agencies or create misleading perceptions.

Note:

It is the policy of the Department of Rehabilitation to provide equal employment opportunity to qualified individuals with disabilities through compliance with FEHA and ADA (where it would result in broader protection of the civil rights of an applicant or employee with a disability).

I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others and in a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations.

(Employee's Name)

Date

(Supervisor's Name and Title)

Date

Original: Employee's Official Personnel File

Copies: Employee and Supervisor's drop file