

DUTY STATEMENT

Classification: Supervisor II
Job Title: District Administrator
Name: TBD
Scheme/Class Code JY12-4801
Position Number: 813-110-4801-901
Reports to: Manager II, Regional Director
FLSA Status: WWG E
Division: Vocational Rehabilitation Employment Division
Location: 110/Redwood Empire District
Primary Assignment: Plan, organize, direct, manage and coordinate a district-wide operation consisting of approximately 4-9 offices/catchment areas; or direct and coordinate a staff unit with regional responsibility for a major activity or program area.

JOB OBJECTIVES:

Under the general supervision of the Regional Director, Manager II, the District Administrator (DA), Supervisor II is responsible for managing a program of vocational rehabilitation (VR) services within an assigned geographical service area in support of the Department's mission and goals. Using initiative, good judgment, and resourcefulness must analyze situations and provide leadership to effectively plan and resolve problems.

Responds to all inquiries and takes appropriate action in a timely manner; handles high level, complex, and sensitive community relations as a representative of the DOR in the local communities; provides excellent customer service to both internal and external customers; interacts with consumers and coworkers in a professional manner with integrity and respect. Communicates regularly with DOR staff by telephone, email, video-conference, Adobe Connect, AWARE, and other technologies as well as in-person; attempts to resolve individual concerns at the lowest possible level; offers other dispute resolution options, and elevates to next level, if needed.

ESSENTIAL JOB FUNCTIONS:

Performs the following duties:

- 40% Plans, organizes, directs, and coordinates an entire district operation, or directs and coordinates a regional program related to the Department's VR programs; ensures that all offices/catchment areas implement the VR program in compliance with Departmental regulations, policies, procedures and directives from the Governor's Office and other State agencies; ensures compliance with State and Federal laws, statutes, labor contracts and departmental regulations; provides expertise for the delivery of quality VR services to consumers; as required, on behalf of the Regional Director, participates in and provides analysis and recommendations in the development and implementation of departmental regulations, policies and procedures; monitors staffing and caseload to ensure bilingual resources and culturally equitable services; reviews all relevant budget information, administrative and case services monthly reports; develops an annual outreach plan in collaboration with the DOR Diversity Officer to ensure adequate and appropriate referrals, including unserved and underserved populations; as part of the District's management team helps develop and implement a District strategic plan in alignment with the DOR's portion of the State Plan; negotiates, monitors and reviews cooperative programs, administrative contracts, case service contracts and establishment grant programs for compliance, quality and productivity; and conduct investigations of complaints and takes or recommends appropriate action(s) and prepares appropriate responses.
- 30% Provides training to staff and direct supervision to Team Managers (Staff Services Manager I) and District Administration Office Technician (OT); directs and manages District personnel in compliance with personnel policies and procedures; determines district staffing needs and assigns staff as needed; participates in hiring decisions within the District, ensures that the workforce is diverse and that it reflects as closely as possible the populations served by the District. Ensures Workers' Compensation cases are properly reported, addressed and monitored; takes corrective action and disciplinary actions; represents the Department at State Personnel Board hearings; ensures District's compliance with Office

of Civil Rights and Equal Employment Opportunity and Reasonable Accommodation policy, and ergonomic evaluation.

At the direction of the Regional Director, plans, reviews, recommends approval of, and manages the District's case service and administrative budgets consistent with Department's fiscal management procedures to ensure efficient and effective use of resources; identifies local resource needs and allocates program, fiscal, and administrative resources toward effectively meeting those needs. Reviews and approves special and high-cost case service expenditures.

- 20% Represents the Department in a statewide capacity or within a District's service area; meets with contractors, vendors, and service providers to ensure timely billing against encumbrances; on behalf of and if assigned by the Regional Director, provides leadership as the representative of VR on local boards; proposes and participates in and supports policy development to effectively serve DOR consumers and individuals with disabilities in local regions and through the America's Job Centers of California service delivery system; prepares for and represents DOR at Fair Hearings and formal mediations when appropriate; participates in program evaluations of cooperative programs and vendor services; represents and advocates for District and statewide field needs and interests with other divisions/sections within the DOR: Legal, Business Services, Personnel, Contracts and Procurement, VR Policy and Resources Division, Office of Civil Rights; represents the Department in conducting administrative reviews and directing participation in mediation of consumer disputes.
- 5% Ensures compliance and provides expertise for the development of new departmental programs; determines value and participation of staff in mediation for consumers; develops strategies to achieve the Workforce Innovation and Opportunity Act's mandated performance measures; reviews and responds to local and statewide audit and program review activities; works with Community Resources Development Section to lead the development of community resources and Establishment Grant opportunities, as applicable; works with Collaborative Services Branch to lead the development of cooperative programs and resources; directs District activities and

develops linkages with other agencies and service organizations to promote the use of comparable benefits and services.

MARGINAL JOB FUNCTIONS:

5% Serves on interview panels. Participates in work groups, district evaluation teams, and advisory committees. Serves as the designated representative in absence of the Regional Director.

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.

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

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ability to perform the assigned duties as described above with or without reasonable accommodations.

(Employee's Name)

Date

Sean Núñez, Regional Director, Manager II

Date

Original: Employee's Official Personnel File
Copies: Employee and Supervisor's drop file