



DRS-FACILITY MANAGER II

CHARACTERISTICS OF WORK:

This is professional work in coordinating and directing the activities of an AbilityWorks Rehabilitation Program with responsibility for evaluating the vocational potential of clients and for providing vocational training designed to facilitate clients' entry or re-entry into the state's general workforce. Direct supervision is exercised over facility workers. Supervision is received from the Regional Manager. Positions assigned to this classification are distinguished from those allocated to the classes of DRS-Facility Manager I and III primarily by the number of vocational rehabilitation clients involved in the program and the amount of contractual income utilized in operating the facility.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Master's Degree from an accredited four-year college or university in Rehabilitation Counseling, Business Administration, Education, or a related field;

AND

Experience:

Two (2) year of experience as a Vocational Rehabilitation Counselor or Evaluator or in business or industrial supervision or management.

OR

Education:

A Bachelor's Degree from an accredited four-year college or university in Rehabilitation Counseling, Business Administration, Education, or a related field;

AND

Experience:

Three (3) years of experience as a Vocational Rehabilitation Counselor or Evaluator or in business or industrial supervision or management.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills

to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority. Maintains confidentiality with appropriate information.

Customer Service: Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.

Consults with department counselors to ensure that facility provides necessary services and that client needs are best served at all time. Ensures the progress of clients in their individual programs. Provides vocational training designed to facilitate clients entry or re-entry into the state's general work force.

Administration and Management: Plans, coordinates, and directs business functions, resource allocation, and production.

Coordinates facility production schedules to ensure that products are completed in accordance with time frames and outlined in contracts. Directs the control of supply inventories and equipment to include necessary purchasing to ensure that adequate supplies and equipment are available for production and maintenance purposes.

Contracting/Procurement: Possesses knowledge of applicable contracts, techniques for contracting or procurement, and contract administration.

Coordinates contract procurement and consults with subcontractors to ensure the availability of sufficient contractual revenue to provide for the continuous, effective operation of the facility. Identifies and contacts potential subcontractors.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Coordinates and directs the activities of an AbilityWorks Rehabilitation Program.
2. Coordinates contract procurement and consults with subcontractors to ensure the availability of sufficient contractual revenue to provide for the continuous, effective operation of the facility.
3. Coordinates the evaluation of the vocational potential of clients and vocational training designed to facilitate clients' entry or re-entry into the state's general workforce.
4. Ensures successful and effective program administration in accordance with agency requirements.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Maintains adherence to Commission on Accreditation of Rehabilitation Facilities standards as required by the department.

Directs the control of supply inventories and equipment to include necessary purchasing to ensure that adequate supplies and equipment are available for production and maintenance purposes.

Develops and implements a safety program to ensure that prescribed safety standards are adhered to at all times.

Develops and implements public relation programs to promote a positive image of the facility to area professionals, community groups, and the general public.

Oversees the quality of goods produced in the workshop in order to ensure that product specifications prescribed in contracts are met and to maintain the integrity of workshop operations.

Coordinates facility production schedules to ensure that products are completed in accordance with time frames outlined in contracts.

Coordinates contract procurement and consults with subcontractors to ensure the availability of sufficient contractual revenue to provide for the continuous, effective operation of the facility.

Coordinates time-in-motion studies to determine appropriate piece rate pay schedules.

Consults with department counselors to ensure that the facility provides necessary services and that client needs are best served at all times.

Coordinates client transportation schedules to ensure transportation to and from facilities and work-related interviews and appointments.

Supervises the work of subordinate personnel through the assignment and review of work; the training of employees; the coordination of leave schedules; the progressive discipline of staff as necessary; and the administration of employee Performance Appraisal Review (PAR).

Performs and oversees reporting responsibilities, i.e., fiscal reports, CARF reports, and federal and state reports.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.