VR Office Director I

**Purpose of Class:** Provides considerable direction and professional-level support to VR programs; provides technical program support in areas of compliance, regulations, policies and procedures, standards, and information; responsible for supervising functions and activities of professional and support staff members; requires considerable program knowledge and expertise in overseeing/providing technical and operations support and in monitoring programs.

**Distinguishing Characteristics**

- **Level:** First in a series of two
- **Work Direction Received:** Works under limited supervision
- **Direction of Others:** Leads/Supervises: provides assistance to and directs the actions of subordinates with an emphasis on short-term, operational results; recommends job actions to supervisors
- **Scope/Nature of Discretion:** General/Delegated discretion; supervises and directs with moderate opportunity to exercise independence within broadly-defined policies and procedures; has authority to take required actions

**Examples of Duties**

- Identifies potential new programs and services; independently resolves program issues and problems; assesses client satisfaction levels and ongoing quality assurance measures; investigates and researches new programs or services.
- Makes decisions/recommendations regarding staff selection; directs the work of a group of employees, including professional and support staff; implements principles and techniques of performance management in supervising and evaluating staff.
- Acts as primary trainer for staff members; analyzes and implements new procedures based on policy changes.
- Reviews, evaluates, and makes recommendations for monitoring and correcting internal and operational systems and organizational unit performance; assists in determining records or activities to analyze, the extent of review, and the documentation to prepare.
- Provides considerable direction and program guidance and support to employees in areas of compliance, rules, regulations, policies and procedures, and program standards; provides support to staff on special projects from the standpoint of training, support, and documentation.
- Develops and implements public information activities and products to garner support for programs; provides information to clients, service providers, and general public to increase awareness of program; coordinates local and statewide activities and ensures consistency in program implementation; plans and promotes special events.
Examples of Duties (continued)

Approves and monitors programs for eligible persons enrolled in programs under the provisions of federal/state legislation; applies federal law and regulations and agency policies.

Maintains regular and reliable attendance.

Minimum Qualifications

Bachelor’s degree in Vocational Rehabilitation or a related discipline field and four years of experience related to the essential functions of the position. Work experience or a Master’s degree with a major related to job responsibilities and two years of professionally related experience. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

Knowledge and Abilities

Knowledge

- Technical program knowledge and standard practices and procedures
- Federal and state laws, rules, and regulations affecting program operation
- Organizational structure, functions, goals, policies, and procedures
- Office management principles, methods, and procedures
- Principles, practices, and methodologies related to program parameters
- Office equipment and computer software programs
- Workings of unit and its policies and practices and related accounting procedures
- Overall agency operations and correlation to program parameters
- Established policies, procedures, practices of VR Division and NDE

Abilities

- Perform management duties with minimal supervision
- Interact with individuals having significant disabilities
- Interact with supervisors, employees, and the public to gain their cooperation and to establish working relationships
- Formulate and recommend modifications to program parameters to attain goals
- Apply management practices, techniques, and methodologies to assigned activities
- Collect, assemble, and analyze facts and draw conclusions to recommend solutions to problems
- Identify and interpret program requirements, policies, and regulations to provide guidance and advice
- Organize and present facts and opinions orally and in writing; create written materials
- Utilize resources available to complete assigned projects and program goals