Purpose of Class: Supervises and directs programs with broad responsibilities and provides extensive direction and professional-level technical program support activities related to VR programs; oversees and provides technical program support in areas of compliance, regulations, rules, policies and procedures, standards, and information; develops and maintains technical programs and services; administers assigned standards, processes, and programs to ensure timely and accurate compliance with standards; provides program information to field staff and management.

Distinguishing Characteristics

Level: Second in a series of two

Work Direction Received: Works under limited/administrative supervision

Direction of Others: Guides/Oversees; may lead in providing work direction

Scope/Nature of Discretion: Delegated discretion; performs duties with the authority to initiate and execute actions deemed necessary/advisable

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.

Plans and develops technical programs and services within broad parameters of the program; attends technical meetings to provide program support and direction; provides information on program processes and practices; prepares comprehensive documents in support of program standards and parameters.

Typically acts as primary trainer for newly hired staff members, responsible for the development, design, and delivery of training curriculum; analyzes and implements new procedures based on policy changes.

Provides extensive direction and technical program guidance/support to agency employees in areas of compliance, regulations, policies and procedures, and program standards; determines need and makes requests for staff and funding needed to carry out program objectives; approves expenditures and is accountable for results within parameters of the program.

Under administrative direction, plans and directs phases of the work of a broad program in a major area of responsibility; interprets and explains to staff and others the objectives set by senior management; directs program with agency-wide responsibilities.
Examples of Duties (continued)

Reviews previous decisions made by employees and evaluates all evidence in support of decision, considers the data in the context of statutes, rules, regulations, and program policy, and makes determination and prepares written decisions including factual issues and rationale for the decision.

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.

Maintains regular and reliable attendance.

Minimum Qualifications

Successfully meets all qualifications for VR Program Director I, with a minimum of two years of experience at the VR Program Director I level at the Nebraska Department of Education.

Knowledge and Abilities

Knowledge

• Technical program knowledge and standard practices and procedures
• Federal and state laws, rules, and regulations that affect the program operation
• Organizational structure, functions, goals, policies, 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
• Contract requirements and review criteria/standards

Abilities

• Interact with individuals having significant disabilities
• Performs program work with minimal supervision; makes decisions without confirmation of superiors
• 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 and to create materials
• Utilize resources available to complete assigned projects and program goals
• Manage fiscal and program aspects of external grants and contracts