



STATE OF COLORADO  
CLASS SERIES DESCRIPTION  
JULY 2015

REHABILITATION SERVICES

H6R1IX TO H6R5XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series encompasses five levels within the Professional Services Occupational Group and describes work providing a broad range of rehabilitation counseling and directly related services to clients, conducting quality assurance reviews, coordinating programs with local community and private agencies, overseeing rehabilitation service centers, and interpreting applicable federal and state regulations. Assignments include direct work with applicants, clients, families, the community and other professionals to improve the quality of life and independence of clients, as described below for each class.

INDEX: Rehabilitation Intern begins on this page, Rehabilitation Counselor I begins on page 2, Rehabilitation Counselor II begins on page 3, and Rehabilitation Supervisor I begins on page 4, and Rehabilitation Supervisor II begins on page 5.

REHABILITATION INTERN

H6R1IX

CONCEPT OF CLASS

This class describes the entry level. Work is designed to train positions for a higher level in the class series. Although tasks are similar to those of the fully-operational level, assignments are structured and performed with direction and assistance from others. Positions carry out established work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Once training has been completed, the position is to be moved to the next level. Positions should not remain in this class indefinitely.

REHABILITATION COUNSELOR I

H6R2TX

CONCEPT OF CLASS

This class describes the fully-operational rehabilitation counselor. Positions at this level interview applicants and collect information, including mental and physical condition, economic and social situation, aptitude and attitude, education, and work experience; determine eligibility for rehabilitation services; and establish rehabilitation plans for clients. Positions counsel and train clients through individual and group sessions, including daily living, personal care, communication, recreational and leisure, orientation and mobility, and job seeking skills. Positions arrange for medical and mental health services, education and vocational training, financial aid, and other assistance. Positions make client referrals to other agencies, establish peer networks for clients, provide job development and job placement services, and work with public and private agencies to provide appropriate training or jobs for clients.

## FACTORS

Allocation must be based on meeting all of the three factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study client information to determine what it means and how it fits together in order to get practical solutions in the form of client rehabilitation plans. Guidelines in the form of agency standards exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, a position can deviate from standard operating procedures given specific client needs and available community resources for meeting those rehabilitation needs. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, within budget priorities, a position can select, purchase, and demonstrate the use of equipment for a client.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## REHABILITATION COUNSELOR II

H6R3XX

### CONCEPT OF CLASS

This class describes the advanced level. In addition to the work of a Rehabilitation Counselor I, positions may train others, be assigned small independent programs, have responsibility for more difficult or unusual cases and perform additional tasks related to the operation of a rehabilitation office. The Rehabilitation Counselor II differs from the Rehabilitation Counselor I on the Complexity factor only.

## FACTORS

Allocation must be based on meeting all of the three factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of rehabilitation theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. For example, positions at this level change the focus of the rehabilitation activities from job training to job placement or from job skills training to coping and life skills training, based on the consideration of the full scope of professional guidance available. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. For example, positions determine procedures to provide client services, including quality assurance standards. In conjunction with theories, concepts, and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, positions use judgment to tailor guidelines for monitoring agreements with community agencies.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## REHABILITATION SUPERVISOR I

H6R4XX

### CONCEPT OF CLASS

This class describes the first-level rehabilitation supervisor. In addition to supervisory duties and responsibilities, positions at this level assure compliance with state and federal regulations, complete quality assurance reviews and assure that community agencies are informed about agency policies and procedures regarding the provision of rehabilitation services to clients. The Rehabilitation Supervisor I differs from the Rehabilitation Counselor II on the Line/Staff Authority factor only.

### FACTORS

Allocation must be based on meeting all of the three factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the

process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of rehabilitation theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. For example, positions at this level change the focus of the rehabilitation activities from job training to job placement or from job skills training to coping and life skills training, based on the consideration of the full scope of professional guidance available. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. For example, positions determine procedures to provide client services, including quality assurance standards. In conjunction with theories, concepts, and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, positions use judgment to tailor guidelines for monitoring agreements with community agencies.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the positions supervised must be in this class series or at the same conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

## REHABILITATION SUPERVISOR II

H6R5XX

### CONCEPT OF CLASS

This class describes the second-level rehabilitation supervisor. Positions at this level manage the operations of multiple work units through supervision of at least two subordinate unit supervisors. In addition to supervisory duties and responsibilities, positions at this level interpret the Federal Rehabilitation Act for compliant application of State and Federal Regulations, design and implement quality assurance systems, and develop policies and procedures for utilization by all agency staff. The Rehabilitation Supervisor II differs from the Rehabilitation Supervisor I on all of the factors.

### FACTORS

Allocation must be based on meeting all of the three factors as described below.

Decision Making -- The decisions regularly made are at the interpretive level, as described here. Within limits of the strategic master plan and allocated human and fiscal resources, choices involve determining tactical plans to achieve the objectives established by the higher management (strategic) level. This involves establishing what processes will be done, developing the budget, and developing

the staffing patterns and work units in order to deploy staff. For example, a position will develop a budget proposals for rehabilitation programs and decide staffing patterns for offices and programs. This level includes inventing and changing systems and guidelines that will be applied by others statewide. By nature, this is the first level where positions are not bound by processes and operations in their own programs as a framework for decision making and there are novel or unique situations that cause uncertainties that must be addressed at this level. As an example, positions decide how to alter staffing and programs to meet the changing needs of the client population. Through deliberate analysis and experience with these unique situations, the manager or expert determines the systems, guidelines, and programs for the future.

Complexity -- The nature of, and need for, analysis and judgment is strategic, as described here. Positions develop guidelines to implement a program that maintains the agency's mission. Guidelines do not exist for most situations. In directive situations, positions use judgment and resourcefulness to interpret circumstances in a variety of situations and establish guidelines that direct how a departmental/agency program will be implemented. Positions at this level are accountable to higher level management for the establishment of rehabilitation programs and guidelines for such programs, ensuring compliance with broad mission statements, applicable legislation and professional rehabilitation standards.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a manager. The manager must be accountable for multiple units through the direct supervision of at least two subordinate Unit Supervisors. The manager is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of two or more subordinate unit supervisors. Positions supervised must be in this class series or at the same conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, serving as second level signature authority on performance plans and appraisals and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer for subordinate positions.

## ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

## CLASS SERIES HISTORY

Updated and removed the purpose of contact 6.30.2015

Revised 9/1/98 (CVC). Change class codes due to PS Consolidation study.

Effective 9/1/93 (KLJ). Job Evaluation System Revision project. Published as proposed 8/1/94.

Revised 10/1/86. Revised substitution for promotional examinations for Rehabilitation Counselor II.

Revised 10/1/81. Added substitutions for Rehabilitation Counselor IA and IB.

Revised 7/1/79. Changed grade, relationship, and KSAs for Rehabilitation Counselor II.

Revised 7/1/79. Created Rehabilitation Center Supervisor.

Revised 4/1/79. Changed title, nature of work, and minimum qualifications of Rehabilitation Program

Supervisor I and II.

Revised 4/1/77. Changed title and nature of work of Rehabilitation Counselor II and changed title and minimum qualifications of Rehabilitation Program Supervisor I and II.

Revised 4/1/77. Changed title of Rehabilitation Counselor IA and IB.

Created 7/1/75. Rehabilitation Counselor & Supervisor.

**SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Line/Staff Authority</b>
Rehabilitation Intern	Na	Na	Na
Rehabilitation Intern	Na	Na	Indiv. Contributor
Rehabilitation Counselor II	Process	Formulative	Indiv. Contributor
Rehabilitation Supervisor I	Process	Formulativev	Unit Supervisor
Rehabilitation Supervisor II	Interpretive	Strategic	Manager

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services