

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

REHABILITATION CASE WORKSHOP SERIES

| <u>CLASS TITLE</u> | <u>POSITION CODE</u> | <u>Effective</u> |
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SERIES INTRODUCTION:

Positions allocated to this series are responsible for performing duties and responsibilities at various operational levels in a rehabilitation workshop. Positions functioning in a workshop setting are concerned with the rehabilitation of the client as it relates to skills needed for performing tasks in a workshop or a simulated job environment as well as those needed in proper social and work related personal habits.

POSITION INCLUSION AND EXCLUSION:

Position Inclusion

Positions included in this series function in a workshop program having one or more of the following characteristics: 1) performance of work activities by clients of tasks procured from outside business through subcontracts; 2) performance of work activities by clients of tasks planned for and provided by the internal workshop staff (i.e., ceramics, arts and crafts, wood working, etc. - it should be conducted with the intention of the sale of the items and appropriate wages paid to the client; 3) performance of work activities in the community at a business establishment such as a gasoline service station, car wash, restaurant, etc.; 4) a professional evaluation program designed to measure and identify the physical and mental ability of the client to perform assigned tasks in a work situation; 5) graduated levels of work tasks designed to develop the abilities of the client to their highest level; 6) client-staff interaction in social, personal and work activities and attitudes designed to maximize the total development of the client with the ultimate goals being placement in a sheltered community workshop or in private employment.

Position Exclusion

Positions excluded from allocation to this series are those involved in the following areas: 1) a vocational education program consisting of classroom instruction and practical training designed to provide the client with a definite skilled trade such as automotive mechanics, carpentry, etc.; 2) professional academic classroom instruction; 3) instruction of the client in personal hygiene, proper dress, personal appearance, social behavior and attitudes **not** directly related to a work situation.

INTRODUCTION (Continued):

Position Exclusion (Continued)

Specialized roles in stock control should be reviewed for allocation in the Storekeeper series. The Vocational Instructor class should be considered for positions engaged in preparing clients for a vocation or trade requiring specialized job skills and knowledges. Specialized roles requiring a high numerical ability and working exclusively in payroll accounting and recordkeeping, should be considered for placement in the Accounting Standard. Positions primarily oriented to overall client care or treatment are excluded from this series (i.e., Nursing Assistant, Mental Health Technician, Activity Program Aide, Psychologist, etc.).

GENERAL CLASSIFICATION CRITERIA:

Rehabilitation Workshop Instructor I:

1. Functions as floor supervisor in a production oriented or business environment.
2. Refers special behavioral problems to superior.
3. Maintains quantity and quality control of assigned area using established guidelines.

Rehabilitation Workshop Instructor II:

1. Performs paraprofessional duties in the supervision of the clients or lower level workshop instructors and/or support staff.
2. Handles special behavioral problems encountered in the work situation.
3. Evaluates resident progress from the production and treatment standpoint and assists in program planning.

Rehabilitation Workshop Supervisor I:

1. Performs professional duties in the supervision of the clients, lower level workshop instructors and/or support staff in a limited workshop program with full-time staff.
2. Plans workshop programs and may perform administrative duties of an operational nature, including contract procurement, patient payrolls, job layout business management, etc.
3. Functions as a specialist in dealing with client work related behavior and/or attitude problems.

INTRODUCTION (Continued):

GENERAL CLASSIFICATION CRITERIA (Continued):

Rehabilitation Workshop Supervisor II:

1. Performs professional duties as a staff assistant in an important phase of the rehabilitation workshop program at a facility such as contract procurement, professional evaluation of resident skills and abilities or business management, etc., or
2. Plans, supervises and coordinates a large program segment in a comprehensive workshop program, including staff supervision, program planning and operational functions, or
3. Plans, directs and coordinates the small workshop program at a facility which is of limited staff and scope.

Rehabilitation Workshop Supervisor III:

1. Manages, plans and directs the moderate sized workshop program at a state facility, or
2. Exercises overall responsibility as assistant director in the large comprehensive workshop program at a facility, including supervisory responsibility of staff functions and overall assistance in all aspects of program and operational planning.

REHABILITATION WORKSHOP INSTRUCTOR I

POSITION CODE: 38192

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, supervises clients in day-to-day tasks in the rehabilitation workshop; assigns work, maintains quality and quantity control and observes client behavior in a work situation.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Instructs clients in the performance of specific tasks and operations in the fabrication of simple articles and in the simple assembly of component parts, painting, packaging, etc., or in the delivery of services in a business environment.
2. Supervises the work of clients and exercises close scrutiny over their performance of assigned tasks; points out errors and explains proper methods; observes and rates reactions to supervision and correction; encourages clients to improve job performance.
3. Inspects finished products to ensure that an acceptable quality and quantity of work is maintained.
4. Documents client behavior, production and progress toward established therapeutic and workshop or service goals; confers with workshop supervisor regarding performance and behavior of clients; and under supervisor's direction, interacts with client on an individual basis.
5. Assists in material handling and storage and pickup or delivery of supplies from contract work or wholesale sources; may assist in inventory of workshop materials and/or stock.
6. Assists in daily recordkeeping tasks such as attendance and production records, time study reports, patient worker payrolls, etc.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires one year experience in a rehabilitation workshop or related field.

Knowledge, Skills and Abilities

Requires elementary knowledge of client behavior problems.

Requires working knowledge of rehabilitation workshop operations.

Requires working knowledge of tools and machinery common to rehabilitation workshops.

Requires working knowledge of operations common to packaging, assembly, and fabrication of small items.

Requires ability to supervise work performance of a small group of clients.

Requires ability to teach elementary workshop tasks to clients.

Requires ability to inspect and control quality and quantity of finished products and to record services rendered.

REHABILITATION WORKSHOP INSTRUCTOR II

POSITION CODE: 38193

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs responsible duties involving therapeutic interaction with, and the training and supervision of, clients in a rehabilitation workshop or business operation; instructs clients in proper work attitudes, habits, and work related social skills; plans work tasks and observes and evaluates learning patterns and work performance; provides guidance and direction to other Rehabilitation Workshop Instructors or support staff.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Directs clients in a workshop operation instructing them in proper work methods, attitudes, habits and work related social behavior; teaches client workers industrial production safety practices and material handling and service delivery techniques.
2. Evaluates clients' work performance by observing their learning and working patterns, economy of motion, adherence to production procedures and quality of work; participates in staff meetings to discuss clients' progress; makes recommendations to improve clients' work and therapeutic progress.
3. Assists in developing and implementing production procedures and job layouts; may assist in contract procurement; may plan individual work training programs for clients.
4. Assumes responsibility for meeting production deadlines in assigned area; maintains quality and quantity control in the daily workshop operation.
5. Maintains required work records for client payrolls, attendance and production records, time study reports, etc.
6. May provide guidance and direction to lower level Rehabilitation Workshop Instructors, Supervisors or support staff in their assigned tasks.
7. May manage limited workshop program lacking full-time workshop staff, providing guidance to clients or support staff in a small ward workshop where intricate production details, contract procurement, and costing-layout considerations are not considered.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of:
two years of college with courses in rehabilitation, psychology, sociology or related field.

OR

four years high school and two years experience in a rehabilitation workshop or related field.

REHABILITATION WORKSHOP INSTRUCTOR II (Continued)

Knowledge, Skills and Abilities

Requires elementary knowledge of the Fair Labor Standards Act as it applies to the rehabilitation workshop program.

Requires working knowledge of rehabilitation workshop operations.

Requires working knowledge of the principles of rehabilitation.

Requires working knowledge of tools and machinery common to rehabilitation workshops.

Requires working knowledge of operations common to packaging, assembly, and fabrication of small articles, or particular business operation.

Requires ability to plan work or service delivery processes in accordance with client's skill and ability.

Requires ability to rate client work performance and therapeutic progress.

Requires ability to train and supervise subordinate staff and clients.

REHABILITATION WORKSHOP SUPERVISOR I

POSITION CODE: 38194

DISTINGUISHING FEATURES OF WORK:

Under direction, performs responsible duties involving the training and supervision of full-time Rehabilitation Workshop Instructors and/or support staff engaged in the direction and supervision of, and therapeutic interaction with clients in a rehabilitation workshop; coordinates and plans client worker programs to reflect both therapeutic and production goals; supervises full-time staff in one of the rehabilitation workshops at a state facility.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans and develops step-by-step operations to produce articles and/or services in accordance with design specifications and/or contract agreements; explains and teaches each step in the production process to subordinate workshop instructors and personally instructs clients in the more difficult processes; is responsible for establishment and maintenance of quality and quantity control and supervises inventory and/or stock control.
2. Directs subordinates in their client-supervisory role involving the production of a particular product or delivery of a particular service; supervises clients where unusually complicated or difficult processes are involved.
3. Assumes responsibility for the ongoing training of less experienced workshop instructors in workshop operations, safety, shop cleanliness, and therapeutic relationships with clients.
4. Serves as specialist in evaluating job performance and therapeutic progress of clients; counsels individual clients who are having difficulties; recommends changes in work assignments to maximize therapeutic value to clients.
5. Participates in staff meetings to discuss progress of the workshop operations and clients assignments; participates in conferences with rehabilitation staff and other clinical staff regarding the rehabilitation of clients.
6. Assists in pricing articles and services, billing clients for subcontracted work, etc.; may participate in procuring contracts and explaining the workshop program and its capabilities to businessmen and interested community groups; maintains necessary records and reports of operations.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of: four years college with courses in business administration, rehabilitation, psychology, sociology or a related field.

OR

two years college with courses in rehabilitation, psychology, or related field and two years experience in a rehabilitation workshop or related field.

REHABILITATION WORKSHOP SUPERVISOR I (Continued)

Knowledge, Skills and Abilities

Requires working knowledge of the principle of rehabilitation as applied to a rehabilitation workshop.

Requires working knowledge of appropriate methods of instruction suitable for teaching clients to perform specific tasks or deliver specific services.

Requires working knowledge of tools, supplies and machinery common to rehabilitation workshops.

Requires working knowledge of operations common to packaging, assembly and fabrication of small articles.

Requires working knowledge of the Fair Labor Standards Acts as it applies to rehabilitation workshops.

Requires working knowledge of business methods and procedures as they relate to workshop operations or particular business operations.

Requires ability to train and supervise subordinate staff and residents.

Requires ability to plan work processes and operations.

Requires ability to assess progress of clients.

Requires ability to individually counsel clients.

REHABILITATION WORKSHOP SUPERVISOR II

POSITION CODE: 38195

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs responsible duties as a professional staff assistant in a specific phase of the overall workshop program at a state facility such as contract procurement, professional skills and abilities evaluation, or business management; or plans, supervises and coordinates a major segment of the large comprehensive workshop program at a state facility; or plans, directs and coordinates the total small workshop program of limited staff and scope at a state facility.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Performs professional duties as contract procurement officer in a workshop program; contacts local industrial and business concerns to obtain subcontracts for the workshop; drafts and reviews subcontract agreements and advises workshop director on job specifications, layouts, etc.
2. Performs professional duties in the evaluation of resident skills and abilities; devises and administers various tests designed to quantitatively measure such skills and abilities; recommends appropriate work assignments for clients.
3. Functions as business manager for the workshop; supervises all aspects of payroll recordkeeping, accounting, stock control and inventory; applies wage laws to workshop operations.
4. Plans, supervises and coordinates a major segment of the large and comprehensive workshop program at a state facility which may include procurement, business management and evaluation phases; responsible for program planning within specific program segment; consults with workshop management for integration and coordination of the specific program segment with total workshop goals and objectives.
5. Plans, directs and coordinates the total small workshop program of limited staff and scope at a state facility; directs or personally carries out program planning contract procurement, business management, evaluation and all operational aspects of the program; supervises and evaluates subordinate workshop instructors and support staff; reviews therapeutic progress of clients; consults with clinical staff to maximize value of work assignments of clients and implement desired program modifications.
6. May speak before community groups to explain the workshop program and its product or service delivery.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion four years college with courses in business administration, rehabilitation, psychology, sociology or a related field.

Requires one year professional supervisory experience in a rehabilitation workshop or related field.

REHABILITATION WORKSHOP SUPERVISOR II (Continued)

Knowledge, Skills and Abilities

Requires thorough knowledge of the Fair Labor Standards Acts as it applies to rehabilitation workshops.

Requires thorough knowledge of the use and maintenance of tools, machinery and supplies common to rehabilitation workshops or specific business operation.

Requires thorough knowledge of processes required to fabricate and assemble small articles or deliver specific services.

Requires thorough knowledge of business methods and procedures as they relate to rehabilitation workshops.

Requires ability to train and direct Rehabilitation Workshop Instructors or Supervisors in carrying out production and therapeutic activities.

Requires ability to deal and counsel successfully with patient workers.

Requires ability to establish and maintain good working relationships with businesses from which subcontracts are procured.

Requires ability to evaluate the skills and abilities of clients.

Requires ability to plan specific processes necessary to produce products as contracted, or deliver business services.

Requires ability to maintain proper controls and keep necessary records.

Requires ability to schedule work operations so as to meet agreed delivery dates.

Requires ability to coordinate efforts of the workshop program with appropriate treatment personnel or with other program segments.

REHABILITATION WORKSHOP SUPERVISOR III

POSITION CODE: 38196

DISTINGUISHING FEATURES OF WORK:

Under administrative direction, plans, directs and coordinates a moderate-sized rehabilitation workshop program at a state facility, or performs responsible duties as assistant director in a large and comprehensive workshop program incorporating supervisory responsibility of staff functions, and provides overall assistance in all aspects of the workshop program.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans, directs and coordinates the total program and operations of a moderate-sized rehabilitation workshop program at a state facility; exercises overall responsibility for proper program operations and the coordination with professional therapeutic care and treatment to achieve maximum rehabilitation of residents; supervises and evaluates program to assess clients' skills and abilities; reviews, approves and may obtain subcontracts with industrial or business concerns; responsible for ongoing training and orientation of workshop staff; responsible for workshop budget preparation; speaks before community groups to explain and gain support for workshop program; develops and implements programs utilizing rehabilitation techniques for the maximum value to clients.

OR

2. Assists in the direction and coordination of proper program operations and therapeutic activities to achieve maximum rehabilitation of clients in the program; supervises day-to-day workshop or business activities consulting with superior or difficult problems; works closely with workshop director in developing and implementing program activities to achieve overall workshop goals and objectives; assumes immediate responsibility for contract procurement, business management, resident evaluation, etc., within guidelines established by workshop director; evaluates progress of workshop program and recommends needed modifications; consults with subordinates to resolve difficult problems of either a therapeutic or operational nature.
3. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years college with courses in business administration, rehabilitation, psychology, sociology or related field.

Requires two years professional supervisory experience in a rehabilitation workshop or related field.

REHABILITATION WORKSHOP SUPERVISOR III (Continued)

Knowledge, Skills and Abilities

Requires extensive knowledge of the Fair Labor Standards Acts as it applies to rehabilitation workshops.

Requires extensive knowledge of the principles of rehabilitation.

Requires extensive knowledge of the use and maintenance of tools, machinery and supplies common to rehabilitation workshops.

Requires extensive knowledge of processes required to fabricate and assemble small articles.

Requires thorough knowledge of business methods and procedures as they relate to rehabilitation workshop or business operation.

Requires ability to train and direct Rehabilitation Workshop Instructors or Supervisors in carrying out production and therapeutic activities.

Requires ability to establish and counsel successfully with patient worker.

Requires ability to establish and maintain good working relationships with businesses from which subcontracts are procured.

Requires ability to evaluate the skills and abilities of clients.

Requires ability to plan specific processes necessary to produce products as contracted or deliver business services.

Requires ability to maintain proper controls and keep necessary records.

Requires ability to schedule work operations so as to meet agreed delivery dates.

Requires ability to coordinate efforts of the workshop program with appropriate treatment personnel or with other program segments.