



WASHINGTON STATE  
DEPARTMENT OF SERVICES FOR THE BLIND

## Regional Team Leader (Program Specialist 5) Permanent, Full-Time

*Inclusion, Independence,  
and Economic Vitality for  
People with  
Visual Disabilities*

WASHINGTON STATE  
DEPARTMENT OF SERVICES  
FOR THE BLIND

4565 7th Avenue SE  
Lacey, WA 98503  
Phone: 360-725-3830  
Fax: 360-407-0679

3411 S. Alaska Street  
Seattle, WA 98118-1631  
Phone: 206-721-4422  
Fax: 206-721-4103

**Monthly Salary:** \$4,214 — \$5,535  
**Location:** Seattle, Tacoma or Vancouver, WA  
**Closes:** Open Until Filled;  
Application Review Begins 8/25/09

Do you want to join an agency that has consistently been a national leader amongst blind agencies in competitive employment? And ranks #2 in Washington State's Employee Climate Survey? Join us in the advancement of our mission—"Inclusion, Independence, and Economic Vitality for People with Visual Disabilities"—and you'll help lead the way.

Washington State offers a generous benefits package including medical, dental, vision, long-term disability, life insurance and retirement. Employees enjoy extensive opportunities for professional and personal development.

DSB's Customer Services (CS) Program provides comprehensive services to eligible blind and visually-impaired citizens of Washington State. This position guides the regional cross-functional service delivery teams in providing the highest level of quality and knowledgeable services possible. This position supervises both the professional and support personnel—Vocation Rehabilitation Counselors (VRCs), Rehabilitation Technicians, Rehabilitation Teachers (RTs) and RT/O&M Specialists, Assistive Technology Specialists, Transition Specialists, and Independent Living (IL) Birth-55 Service Providers—of two service delivery teams within Customer Services. These two teams are allocated approximately 40 percent of the case services budget, serve 40 percent of the clients, and are responsible for 40 percent of the expected outcomes.

### Essential Activities

- Conducts all work in accordance with scope and values of a State and Federal guidelines and maintain team alignment with the agency mission.
- Coordinates with Regional Team Leader counterparts and the Field Services Team Leader Group to ensure successful management of VR Field Services.
- Uses VR Government Management, Accountability & Performance (GMAP) as a management tool to increase efficiencies and performance of assigned service delivery teams. Educates members of assigned service delivery teams about VR GMAP measures and how their efforts influence outcomes. Reviews VR GMAP with assigned teams quarterly.
- Maintains a high level of communication and consultation with Team Leader counterparts so that information and directives are communicated to respective teams in the same manner and are understood in the same way.
- Provides staff guidance, supervision, and training.
- Implements and holds staff accountable for CS Performance Measures,
- Standards and Initiatives (Presumptive Eligibility, Comprehensive Assessment, Retention, IPE development, Adaptive Skill Assessment, Outcomes, etc.). Develops strategies with assigned service delivery teams to meet CS Performance Expectations.
- Coaches and mentors staff in VR Best Practices and Procedures.
- Conducts annual counselor case reviews in collaboration with the Case Review team.
- Manages case service budgets for two teams in the region.
- Recruits and recommends for hire the most highly qualified and diverse candidates for



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all positions within span of control.

- Completes probationary and annual Performance Development Plans and Evaluations for each staff according to schedule.

- Develops agency resources.

**Special Notes**

Travel is required, as well as occasional overnights.

**Required Qualifications**

Per DOP specifications, positions typically require a Bachelor's degree and four years of experience, or a Master's degree and two years of experience, in a related field including planning, policy analysis, coordination and consultation with a variety of public and private agencies, organizations, and/or levels of government and supervisory experience.

**Desirable Qualifications**

Two years of experience administering or implementing a component or components of the Rehabilitation Act of 1973 as amended,

AND

A Master's degree in rehabilitation counseling or other related,

OR

A current Certification as a Rehabilitation Counselor (CRC) by the Commission on Rehabilitation Counselor Certification,

OR

A Master's degree with at least 18 quarter and 12 semester credit hours specified as follows:

1. ONE graduate course with a primary focus on the Theories and Techniques of Counseling, and
2. THREE graduate courses, each with a primary focus on one of the following areas:  
a) Occupational Information, b) Job Development and Placement, c) Medical Aspects of Disabilities, d) Foundations of Rehabilitation, e) Psychological Aspects of Disabilities, f) Personal and Vocational Adjustment, and
3. TWO graduate courses, each with a primary focus on one of the following areas:  
a) Assessment, b) Research Methodology, c) Vocational and Career Development, d) Community Resources, e) Case Management, f) Delivery of Rehabilitation Services

AND

Four years of paid experience as a vocational rehabilitation counselor or similar paid experience in vocational counseling, job placement, vocational assessment, or other areas of rehabilitation counseling.

Work experience with a range of people with disabilities.

Must pass Washington State Patrol administered Criminal Background Check.

**To Apply**

Initial screening will be based solely on the information contained in your application materials.

- Submit a completed Washington State Employment Application by using the following link
- and resaving the document in MS Word which ensures that all accessibility features work ([http://dsb.wa.gov/documents/DSBGeneralEmploymentApp2007Accessible\\_005.doc](http://dsb.wa.gov/documents/DSBGeneralEmploymentApp2007Accessible_005.doc)).
- Attach a letter of interest which states how you meet the qualifications as shown on this announcement.
- Attach a copy of your resume.
- Include photocopies of college transcripts.
- Be prepared to provide references at the time of interview.

Only the most qualified applicants will be considered for an interview and further assessment. If you will need reasonable accommodation in the application/assessment process, please submit your request in writing along with your application.

**Electronic application materials in MS Word format are preferred and can be emailed to**

[elldrumheller@dsb.wa.gov](mailto:elldrumheller@dsb.wa.gov).

**Hard copies of transcripts and/or application materials can be mailed to:**

Department of Services for the Blind

Attn: Ellen Drumheller

PO Box 40933

Olympia, WA 98504-0933

Phone: 360-725-3836

Fax: 360-407-0679

**NOTE:** *The Washington State Department of Services for the Blind (DSB) is an equal opportunity employer. Women, persons over 40 years of age, racial and ethnic minorities, persons of disability, Vietnam era veterans, and disabled veterans are encouraged to apply. Washington's Law Against Discrimination prohibits discrimination based on a person's sexual orientation or gender identity. Background checks, to include fingerprinting, are required for employees and applicants considered for positions within DSB when the employee will have unsupervised access to customers who are considered vulnerable adults or children. DSB employs only U.S. citizens and lawfully authorized non-U.S. citizens. All new employees must show employment eligibility verification as required by the U.S. Citizenship and Immigration Service. Accommodations for applicants who qualify under the Americans with Disabilities Act are available upon request.*