

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Therapeutic/Inclusion Specialist GRADE: 22 DATE: 3/12/2024
SERIES: Recreation CODE: 2026 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, performs full scope of complex professional therapeutic recreation or inclusion support work for an assigned service area or specialized function. Plans, coordinates and evaluates therapeutic recreation and leisure programs or inclusion support services for individuals with disabilities (e.g., cognitive, social/emotional, physical, sensory); such as, after-school childcare programs, adaptive sports tournaments, programs for veterans with disabilities and disability awareness, advocacy and fundraising events; as well as general recreation classes (e.g., seniors, fitness, sports, arts, nature, aquatics, gymnastics, culinary, music) social clubs, trips and excursions. Designs, implements and monitors assigned programs; recommends adaptations; and follows behavior management plans. Documents and evaluates each program and progress of participants. Conducts participant surveys and analyzes results. May vary the implementation of established disability programs or inclusion support services to meet the needs and desired outcomes of the program. Work consists of knowledge and understanding of a wide variety of departmental and agency-wide policies, practices, programs and regulations (e.g., Maryland Department of Health, Maryland State Department of Education, Department of Aging) in accordance with the Americans with Disabilities Act (ADA). Oversees seasonal/intermittent employees, volunteers, and contractors. Assists with recruiting, onboarding, and training of seasonal/intermittent staff and volunteers. Responsible for performing all aspects within the assigned program area (e.g., reviewing registration, contacting participants or families, conducting an assessment, developing an Individualized Recreation Plan and notifying the program of the disability modifications needed for participants). Incumbent handles most unusual problems independently and may interpret or vary established processes to achieve desired results for a variety of therapeutic recreation activities. Serves as a liaison to community volunteer groups and designs or adapts programs to meet community needs. Evaluates programs and activities, conducts site visits and manages approved program budget and resources for assigned program areas. Creates and recommends monthly activity calendars, newsletters, and flyers; promotes programs and provides community resource information to patrons. Organizes community outreach activities for disability services programs; coordinates with area schools for after-school programs. Provides staff training in ADA compliance; and prepares routine reports and correspondence. Assists in the planning and coordination of special and commemorative events and participates on Commission committees as assigned. Work consists of a variety of therapeutic recreation activities in which information is obtained through investigation, research, tests or extensive calculations or use of standard mathematics, or other means used to ensure accuracy, information must be developed, classified, and analyzed to determine significance. Applies knowledge of, and skill in, therapeutic recreation, inclusion support, disability characteristics, modifications, legislation and regulations affecting individuals with disabilities, (e.g., ADA, safety and health); as well as knowledge of recreation and leisure activities, behavior support, assessment tools for therapeutic recreation, disability advocacy organizations and services, and general public relations and marketing techniques. Independently performs various types of research and analyses to solve difficult, complex and challenging problems. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

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Work is assigned in terms of ongoing functional responsibilities, specific assignment requirements and anticipated problems. Incumbent independently plans and carries out the work in conformance with established policies and procedures, program and Commission requirements, and accepted customer service practices. Resolves problems or deviations by interpreting or varying established policies and procedures; and brings challenging and highly sensitive problems to the supervisor for guidance or resolution. Work is evaluated in terms of effectiveness and results, meeting program and Commission requirements, adherence to ADA requirements and applicable policies and procedures, customer service standards, technical adequacy and appropriateness.

Examples of Important Duties (Estimated Percentages):

1. Core Functions (±80%) – assigned functions vary by position and area of assignment

- Coordinates, implements and evaluates assigned programs and services for individuals with disabilities to meet community needs. Defines goals and objectives and sets standards including analyzing situations, applying appropriate standards or laws and taking or recommending actions. Develops, monitors and evaluates programs, behavior management plans and progress of participants; uses specific tools (e.g., Modification Intake Forms, Needs Assessment, Consultation Requests). Arranges modifications to include approved companion support, completes appropriate paperwork, secures interpreters for events and classes and provides non-personalized adaptive equipment. Drives Commission vehicles to provide on-going support to program participants, families and staff through regular program visits, personal contacts and correspondence.
- Assists in conducting panel interviews, onboarding, and employee training for staff (e.g., intermittent, volunteers, contractors). Identifies, develops, implements and evaluates customized and appropriate training for staff as related to therapeutic recreation and the ADA.
- Assists in the preparation of annual budget requests for assigned programs; monitors revenues and controls expenditures in accordance with approved budget. Collects fees and deposits revenue; and obtains bids and price quotes. Initiates purchase requisitions and check requests; assists in the preparation of pre-bid Statements of Work, and recommends vendors (e.g., entertainers, instructors, bus companies).
- Develops program goals, objectives, and best practices; acts as a liaison or resource to other personnel within the department. Reviews Commission policies and procedures and serves on committees to ensure Commission facilities and programs provide consistent service delivery, equal access and enjoyment for individuals with disabilities.
- Coordinates and communicates with cooperating agencies and facilities; Meets with citizens, community groups, schools, professional organizations and other governmental agencies to identify needs, plan programs, solve problems and answer questions; handles inquiries and investigates complaints.

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- Manages service or program area assigned records and maintains records of revenue and expenditures, inventory of supplies and equipment, personnel forms and timecards, registrations and program participant information (e.g., confidential health assessment and disability documentation).
- Updates annually or as needed, disability modification forms; contributes input for periodic administrative and technical reports and conducts statistical analysis. Reviews, prepares and submits cash management records consistent with Commission policy in an accurate and timely manner.

2. Other Duties (±20%)

- Creates and monitors programs in a database; processes registrations, waitlist confirmations and withdrawals.
- Assists with input into Commission articles, newsletters, flyers, press releases and web content to publicize programs and services; oversees mailing lists of individuals and groups interested in special recreation programs.
- Conducts research, attends specialized trainings and professional conferences to identify and report on new programs, methods and equipment.
- Conducts presentations at local, state and national conferences and workshops.
- Performs special project work as assigned.

Important Worker Characteristics:

- A. Knowledge of, and skill in (1) therapeutic recreation; (2) inclusion support; (3) disabilities characteristics; (4) modifications; (5) legislation and regulations affecting individuals with disabilities, e.g., American with Disabilities Act (ADA)); (6) recreation and leisure activities; (7) behavior support; (8) assessment tools for therapeutic recreation; (9) safety and health regulations; (10) disability advocacy organizations and services; (11) general public relations and marketing techniques. and (12) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability to (1) use judgment and originality in planning and prioritizing the sequence, direction and progress of the work; (2) devise solutions and actions to resolve issues, conditions and problems; (3) justify actions, determinations and recommendations; (4) modify existing applications, processes, precedents and techniques; and (5) perform cardiopulmonary resuscitation (CPR), Automatic External Defibrillator (AED) and first aid.

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- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include exercising considerable judgment in determining the appropriate needs assessments for each child/family and in developing effective and personalized approaches to therapeutic recreation services and activities.
- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. Examples include communicating clearly and concisely to a varied audience with wide ranging needs and requirements.
- E. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in operation of (1) computer and software; (2) enterprise computer software; (3) various assistive devices (e.g., wheelchairs, assistive listening devices, hydraulic lifts); (4) adapted recreation equipment; (5) audio visual and video equipment; and (6) outdoor equipment.

Minimum Qualifications (MQs):

- 1. Bachelor's Degree in Therapeutic Recreation, Special Education, Vocational Rehabilitation, Occupational Therapy or any related field
- 2. Two (2) years of job specific training in therapeutic recreation or closely related experience.
- 3. An equivalent combination of education and experience may be substituted, which together total six (6) years.
- 4. Certification as a Certified Therapeutic Recreation Specialist (CTRS) is preferred.
- 5. A valid driver's license in accordance with both State and Commission rules and regulations. Driver's licenses must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of the position.
- 6. Obtain and maintain all applicable certifications.
- 7. Pass Commission medical examination.

Working Conditions:

Works in office and in community. Some work outside of core business hours including evenings, weekends and occasional holidays is required. Some driving is required. Works with individuals with a variety of disabilities, including some with potentially unpredictable or aggressive behavior. Responds to crisis intervention situations. Incumbents in this class must frequently: remain in a stationary position, position self to complete work, assist people with disabilities, communicate and exchange information with internal staff and the public, be able to see objects and words, and lift objects and individuals weighing up to 100 pounds.