

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Therapeutic/Inclusion Specialist GRADE: 22 DATE: 8/4/2023
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 comprehensive therapeutic recreation and leisure programs or inclusion support services for individuals with disabilities (e.g., cognitive, social/emotional, physical, sensory); such as, after school child care 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 and adapts programs to meet community and participants' needs. Develops, implements and monitors programs, adaptations, behavior management plans and documents progress of participants. 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) and ability to modify policies and practices in accordance with the Americans with Disabilities Act (ADA) and includes several therapeutic processes and procedures, such as assessment, planning, implementation, evaluation and documentation specific to the program, activity or event. Provides supervision for intermittent employees, volunteers and contractors that involves recruiting, training and evaluating work, and may directly monitor the program(s) of a Therapeutic/Inclusion Specialist. Oversees and completes assessments identifying participants' needs, develops programs and provides modifications to facilitate participation in therapeutic recreation programs or an inclusive recreation setting. Responsible for performing all aspects of an assignment within 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 and any modifications needed); applying a number of different and unrelated processes to a variety of therapeutic recreation activities. Serves as the 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. Creates and recommends monthly activity calendars, newsletters, and flyers; promotes programs and provides community resource information to patrons. Organizes community outreach activities and marketing initiatives for disability services programs; coordinates with area schools for after school programs. Provides division and department staff training in ADA compliance; and prepares routine reports and correspondence. Plans and coordinates special and commemorative events and participates on Commission committees as assigned. 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, public relations and marketing. 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 functions, priorities, requirements of specific assignments, and known or suspected problems. Incumbent independently plans and carries out the work in conformance with these parameters, ADA and other regulatory and legal guidelines, established policies, procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable policies or guidelines. Incumbent keeps the supervisor informed and seeks assistance only for highly complex or sensitive matters. 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, and technical adequacy and appropriateness.

Examples of Important Duties (Estimated Percentages):

1. Core Functions ($\pm 80\%$) – assigned functions vary by position and area of assignment
 - Coordinates, implements and evaluates 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, implements, monitors and evaluates programs, modifications, behavior management plans and progress of participants; uses specific tools (e.g., Modification Intake Forms, Needs Assessment, Consultation Requests) to ensure proper modifications are utilized across departmental and divisional programs. Arranges modifications to include approving companion support, completing appropriate paperwork, securing interpreters for events and classes and providing 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.
 - Supervises intermittent employees, volunteers and contractors; recruits and conducts interviews. Conducts background checks; completes hiring paperwork, trains staff, plans, schedules and assigns work. Evaluates work and counsels staff on ways to improve performance; recommends disciplinary actions. Documents and maintains records of communication. Identifies, develops, implements and evaluates customized and appropriate training for staff as related to therapeutic recreation and the ADA.
 - Manages assigned budget; prepares budget requests for programs. Supports monitoring of revenues and controls expenditures in accordance with approved budget. Collects fees and deposits revenue; obtains bids and price quotes. Initiates purchase requisitions and check requests; prepares contracts, recommends consultants (e.g., entertainers, instructors, bus companies) and monitors fiscal requirements. Researches and gathers data to prepare complex long- and short-term financial projections.

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- Develops goals and objectives for programs; acts as a liaison or resource to other personnel within the department on a regular basis. 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; initiates formal agreements with other agencies. Refers participants to outside services (e.g., employment, educational, medical); sits on external committees (e.g., advisory boards; advocacy groups; local, state and national professional associations). 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.
- Manages service area 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; writes 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.
- Writes articles, newsletters, flyers, press releases and web content to publicize programs and services; sends promotional materials to news media and 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.

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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) public relations; (12) marketing; and (13) 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.
- 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 progressively responsible experience in therapeutic recreation or closely related experience.

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3. An equivalent combination of education and experience may be substituted, which together total six (6) years.
4. Certification as a 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.