

The Maryland-National Capital Park and Planning Commission

TITLE: Therapeutic/Inclusion Supervisor

GRADE: 28

DATE: 3/12/2024

SERIES: Recreation

CODE: 2028

EEO: Professional

FLSA: Exempt

Class Definition:

Under direction, supervises staff and oversees the day-to-day therapeutic recreation, inclusion, and disability programs and services for an assigned service area or specialized function. Provides a wide range of direction to subordinate staff regarding planning, developing, implementing and evaluating comprehensive therapeutic recreation programs and delivery of disability services. Mentors and provides direction to staff to ensure success in terms of leadership in assigned program areas; assigns and monitors work and enforces rules and regulations. Meets established goals and objectives. Plans, schedules, assigns, and reviews work of the unit. Oversees highly complex and comprehensive professional therapeutic/inclusion work within therapeutic recreation programs, inclusion services, reasonable accommodations and modifications, and personal assistive mobility devices (e.g., American with Disabilities Act (ADA)). Assists manager with preparation of annual budget and providing day-to-day fiscal oversight and management; hires and selects employees; and prepares and completes subordinate performance reviews. Reviews and recommends approval of programs, services, projects, and training for department staff on disability related topics. Decisions involve collecting data and information, thorough assessment and specialized analysis of individual and program issues or situations including policy, compliance, resource planning, and special circumstances impacting program planning and management. Responds to parent and caregiver concerns, complaints and findings of noncompliance which can include highly confidential and sensitive information. Work requires close contact with staff, individuals with disabilities, groups, government officials and agencies. Applies expert knowledge of, and skill in, therapeutic recreation, inclusion support, modifications, park and recreation management and oversight, disability characteristics and behaviors support; County, State and Federal accessibility building codes and safety and health regulations, standards on community-based therapeutic recreation programs, legislation and regulations affecting individuals with disabilities (e.g., ADA) and program management; as well as knowledge of budget procedures and principles, procurement processes and regulations, statistical analyses, grant programs, and marketing and public relations methods, techniques, policies, and procedures to facilitate program acceptance, participation and cooperation. Performs various types of operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present, defend, convince or persuade and achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. Incumbent plans and manages all unit work within this framework and is held accountable for provision of effective products and services including timely advice to management and achievement of Department goals. Incumbent is expected to keep the supervisor informed and to seek assistance only for highly complex or very sensitive matters. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service standards and other factors such as skill and ingenuity in overcoming technical and non-technical problems including intra- and interdepartmental coordination challenges.

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Examples of Duties:

1. Unit Management/Staff Supervision (±50%)

- Supervises staff and oversees day-to-day operations of the division's therapeutic recreation, inclusion, and disability programs and services; Mentors and provides direction to staff to ensure success in terms of leadership in assigned program areas; enforces rules and regulations; meets established goals and objectives; plans, schedules and assigns work; and reviews the work of the unit. Provides direction to subordinate staff regarding planning, developing, implementing and evaluating comprehensive therapeutic recreation programs and delivery of disability services. Reviews programs, projects and services; identifies, conducts, and coordinates training for department staff on disability related topics. Oversees highly complex and comprehensive professional therapeutic recreation programs, inclusion services, reasonable accommodations and modifications, and personal assistive mobility devices (e.g., American with Disabilities Act). Assists the Therapeutic Recreation Manager in preparing the annual budget and provides day-to-day fiscal oversight and management of service areas; and reviews and recommends the approval of programs, services, projects, and training for department staff on disability-related topics. Keep unit staff informed of Commission policies and procedures and establishes work program goals and objectives. Monitors work performed by consultants and contractors.
- Performs a full range of supervisory human resource (HR) management functions, unit-wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; sets goals and expectations; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations; and evaluates performance.

2. Core Functions and Quality Assurance/Quality Control Related (±30%)

- Serve as a program accessibility subject matter expert; functions as a consultant and technical advisor to staff on ADA compliance issues. Oversees the day-to-day, consistent service delivery of therapeutic recreation and inclusion services for local, county, region, and state program accessibility. Develops and provides recommendations to senior officials and designated committee members regarding division priorities and initiatives; develops and interprets policies, practices and procedures. Provides recommendations on resource allocations and industry and business practices.
- Assists in defining overall performance goals and objectives, standards, priorities, and initiatives for therapeutic recreation programs and inclusion services specifically targeted for residents of all ages with various disabilities (cognitive, social/emotional, physical, sensory). May identify and provide design recommendations regarding program and facility access existing facilities and amenities, and for proposed Capital Improvement Projects (CIP).

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- Provides recommendations/suggestions regarding ADA project management when reviewing CIP project plans. Provides recommendations/suggestions for facilities to ensure compliance with current regulations and building codes concerning architectural and programmatic accessibility for individuals with disabilities. Manages day-to-day programs and activities to maintain consistency in service delivery with regards to ADA and established Departmental policies and procedures; drafts ADA update notices for review, approval and adoption to policy.
- Assists in developing the annual budget. Provides recommendations and justifications for program allocations. May attend public budget forums. Monitors revenue and expenditures in accordance with the approved budget; and reviews and approves purchase requisitions and checks requests. May prepare Request For Proposal (RFP) and bid specifications; and evaluates bids and price quotes.
- Drives Commission vehicles to meet with citizens, community groups and other local, State and Federal governmental agencies to identify needs and plan programs. Develops strategic partnerships with external groups, organizations and stakeholders.

3. Other (20%)

- Reviews Commission policies and procedures, standardized contract language and serves on committees to ensure that Commission facilities and programs provide consistent service delivery, equal access and enjoyment to individuals with disabilities.
- Gives presentations at state, national and local workshops and conferences; provides input into the department's disability newsletter, articles, program newsletters, flyers, press releases and public service announcements.
- Reviews technical literature; meets with vendors and exchanges information with other governmental agencies and community advocacy organizations. Conducts studies to investigate administrative policies, procedures, practices and legislation; attends professional conferences to identify new programs, methods and equipment.
- Ensures maintenance of records; including revenues and expenditures, inventory of supplies and equipment, personnel, correspondence, concerns and complaints, program site visits and evaluations, and trainings offered. Performs statistical analysis to write inclusion services reports, and compiles and analyzes complaint data; writes periodic administrative and operational reports.
- Leads teams on special project work as assigned.

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Important Worker Characteristics:

- A. (1) Expert knowledge of, and skill in (a) therapeutic recreation; (b) inclusion support; (c) modifications; (d) park and recreation management and oversight; (e) disability characteristics and behavior support; (f) recreation and leisure activities; (g) assessment tools for therapeutic recreation; (h) County, State and Federal building codes on accessibility and safety and health regulations; (i) standards on community based therapeutic recreation programs; (j) legislation and regulations affecting individuals with disabilities, e.g., Americans with Disabilities Act (ADA); and (k) program management;
(2) Knowledge of (a) budget procedures and principles; (b) procurement processes and regulations; (c) statistical analyses; (d) grant programs; (e) marketing and public relation policies and procedures; and (f) Commission organization, policies and procedures*.

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

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, and (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill and ability to (1) manage day-to-day operations of the unit, developing and implementing performance metrics, surveys, and evaluating program results; and perform cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) and first aid.
- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions. Examples include performing an analysis of elements involved, including possible differences in policy, special circumstances impacting program planning and management; and understanding of the relationship of recreation program activities, services and resources as related to the interests and needs of participants, and to the services and facilities of support organizations.
- E. Considerable skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments and to express such information so that others will understand and, in some situations, agree, comply or take other desired actions. This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results. Examples include diplomacy in outlining the needs of the program to a wide variety of internal and external contacts; mediating disputes; communicating clearly and concisely to a varied audience with wide ranging needs and requirements.
- F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a supervisor of a team and mediating disputes.

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- G. Skill in operation of (1) computer and software; (2) enterprise computer software; (3) various assistive devices for individuals with disabilities (e.g., wheelchair, assistive listening devices, hydraulic lift); (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. Five (5) years of therapeutic recreation experience which includes two (2) years' experience at a supervisory level.
3. An equivalent combination of education and experience may be substituted, which together total nine (9) years.
4. Valid certification as a Certified Therapeutic Recreation Specialist (CTRS).
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. Some driving is required. Works with individuals with a variety of disabilities, including some with potentially unpredictable or aggressive behavior. Responds to emergencies and crisis intervention situations. Incumbents in this class must frequently: remain in a stationary position and 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 weighing up to 49 pounds. May be subject to various job demands such as high volume of work, interruptions and tight deadlines.