



**UNITED CEREBRAL PALSY ASSOCIATION
OF GREATER SACRAMENTO, INC.**

JOB DESCRIPTION

NAME OF EMPLOYEE (Last name first)

SOCIAL SECURITY NUMBER

Mr.
Mrs.
Ms.

POSITION: Respite Intake Specialist

PAY RATE:

WORK IS:

DATE OF HIRE:

Full-time

DAYS & HOURS OF WORK: 20 hrs/wk
Flexible hrs.

Hourly

LENGTH OF LUNCH PERIOD

WORK SITE: 4350 Auburn Blvd.
Sacramento, CA 95841

CLASSIFICATION: Exempt _____

Non-Exempt X

BASIC FUNCTION: Conduct new client intakes at the client's home, process & maintain information within the Respite database, and assist with coordination of workers for the new clients.

SUPERVISOR: Respite Program Manager

QUALIFICATIONS:

- A.A. degree or equivalent experience in related human service field.
- Two years previous experience working with the developmentally or physically disabled.
- Ability to effectively communicate in both an oral and written manner.
- Must possess a valid California driver's license and clean driving record.
- Must possess current First Aid and CPR certification.

DUTIES AND RESPONSIBILITIES

1. Process client referrals received from Alta California Regional Center .
2. Contact parents/care providers to verify referral information and set up intake appointments
3. Go to the client's home to meet parents/care providers, client(s) and siblings.
 - a. Act as the professional first contact on behalf of program and UCP
 - b. Observe home's state of being
 - c. Meet all who live in the home
 - d. Complete or review Client Care Summary & program forms for accuracy & understanding
 - e. Review Respite Parent Handbook
 - f. Answer questions
4. Contact the Service Coordinator from Alta to request a POS.
5. Contact families when the POS arrives, advising them that they can use the service and how many hours are authorized.
6. Enter all new client information, obtained from intake process, into the Respite database.
7. Maintain client information within database from annual summary updates.
8. Coordinate Purchase of Services (POS) receipt and status with Quality Assurance Specialist.
9. Coordinate potential workers with Respite Scheduler.
10. Follow up with client families to discuss the outcome of the "Home Visit" with potential respite workers.
11. Follow up with client families who are not utilizing their hours to determine why and/or how UCP can be of assistance
12. Attend & participate in weekly Respite program meeting.
13. Adhere to client and program confidentiality.
14. Submit required paperwork/documentation in a complete and timely manner.
15. Adhere to the Code of Safe Practices for his/her employment area.
16. Obtain and maintain First Aid and CPR certifications.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

A.A. degree; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Current driver's license

Other Skills and Abilities

Ability to concentrate for extended periods of time.

Ability to handle several unrelated tasks at any given time.

General knowledge of Greater Sacramento area; Competently uses maps, Thomas Guide books, computer guidance to locate client homes; Document mileage traveled.

Must have the ability to comfortably blend amongst a diverse range of socio-economical, racial, and cultural groups. Understanding of the variety of potential backgrounds, life experiences, individual abilities represented by potential clients.

Other Qualifications

Ability to obtain fingerprint clearance post job offer.

Ability to pass post job offer physical.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Ability to walk up & down stairs, getting up & down from interacting with clients, sitting for long periods of time, getting in & out of vehicle, capable of driving distances.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually quiet.

LINE OF AUTHORITY:

For establishing policy: May recommend only

For incurring expenses: May incur expenses within approved program budget.

For personnel changes: May recommend only

I have read and do understand UCP's Employee Handbook.

Employee Signature

Date

Supervisor's Signature

Date

United Cerebral Palsy Association of Greater Sacramento, Inc., hires and promotes employees without regard to race, color, religion, sex (gender identity), pregnancy, marital status, sexual orientation, age (over 40), national origin, ancestry, veteran status, mental and physical disability or medical condition as defined in Federal and State laws, genetic characteristics, or any other characteristic defined in federal and state law.