

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

***JOB DESCRIPTION***

---

**NAME OF EMPLOYEE** (Last name first)

Mr.  
Mrs.  
Ms.

**SOCIAL SECURITY NUMBER**

**POSITION:** CLASP Instructor/Program Supervisor

**PAY RATE:** \$27,000

---

**WORK IS:**

**DATE OF HIRE** \_\_\_\_\_

Full-time

**DAYS & HOURS OF WORK** Varies

Hourly

**LENGTH OF LUNCH PERIOD** Not Applicable

Contractual

**CLASSIFICATION:**  Exempt  Non-exempt

---

**BASIC FUNCTION:**

Responsible for providing 20 hours per week of direct service to adults with developmental disabilities through the development and implementation of individualized plans of instruction designed to assist persons to live independently in the community or in a less restrictive environment. Responsible for directing and coordinating activities of other ILS staff; staff development and community outreach.

---

**SUPERVISOR:** Program Manager - CLASP

---

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

**As the Program Supervisor:**

Monitors staff activities and shares expertise in areas such as assessment, development of consumer goals and objectives, communicating consumer progress, use of generic and/or community resources, case management.

Provides staff training to newly hired instructors, monitors their progress, and evaluates their performance.

Assists ILS instructors in problem solving situations that arise with the consumers on their caseloads.

Assists in the review of monthly progress reports and other forms designed for program accountability.

Assists program administrators by insuring quality programming for its program participants.

Effectively communicates with outside agencies/personnel related to the overall program and/or specific consumers.

**As an Instructor:**

Evaluates consumer needs to determine training requirements.

Confers with management to gain knowledge of specific services and/or resources related to the consumers needs.

With input from consumer, develops goals and objectives and determines individual instructional methods to assist consumer in reaching his or her goals.

Advocates for consumer rights and needs.

Selects or develops resource materials to enable consumer growth.

Conducts personalize training sessions covering specific areas identified by the consumer and his/her instructor.

Updates CLASP Program Manager, Alta Casemanager and other pertinent parties concerning the current status of their consumer.

Completes and submits in a timely fashion, documentation of each consumer's progress including daily session notes, monthly progress reports and semi-annual reports.

Assists consumers with unanticipated or emergency situations that may arise.

Participates in staff meetings or in-service training as required.

Participates in inter-agency meetings directly related to the consumers on the instructor's caseload.

Adheres to the Code of Safe Practices for his/her classification.

## **SUPERVISORY RESPONSIBILITIES**

Assists Program Manager with the supervision of ILS instructors; carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **Competencies**

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

**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.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**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; 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.

**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.

**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 consumers in planning, decision-making, facilitating and process improvement; Makes self available to consumers; Provides regular performance feedback; Develops consumers' skills and encourages growth.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

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;

Judgement - 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.

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; 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**

Bachelor's degree (B.A./B.S.) or equivalent from a four-year college in a related field; minimum of one year related experience and/or training in the ILS field; or equivalent combination of education and experience.

### **Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, it would be helpful for an individual to have knowledge of Spreadsheet software and Word Processing software.

**Certificates, Licenses, Registrations**

Current CPR and First Aid certification  
Current and clean California driver's license  
Current automobile insurance

**Other Qualifications**

Must be able to use personal vehicle for transporting consumers.  
One-year previous supervisory experience preferred

**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; reach with hands and arms and taste or smell. The employee must frequently lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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 frequently exposed to outside weather conditions. The noise level in the work environment is usually quiet.

---

**LINE OF AUTHORITY:**

For establishing policy:	May recommend only
For incurring expenses:	None
For personnel changes:	May recommend only

---

I have read and do understand the Personnel Policies.

\_\_\_\_\_  
EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SUPERVISOR SIGNATURE

\_\_\_\_\_  
DATE

**United Cerebral Palsy Association of Greater Sacramento, Inc., hires and promotes employees regardless of race, color, religion, ancestry, national origin, age (over 40 years), sex, marital status, medical condition, physical handicap, or veteran status.**