

UNITED CEREBRAL PALSY ASSOCIATION
OF GREATER SOUTH AREA, INC.

JOB DESCRIPTION

NAME OF EMPLOYEE (Last name first)
NUMBER

SOCIAL SECURITY

Mr.
Mrs.
Ms.

POSITION: Respite Family Liaison

PAY RATE:

WORK IS:DATE OF HIRE:

Full-time/hourly

DAYS & HOURS OF WORK

Hourly

LENGTH OF LUNCH PERIOD

Contractual

WORK SITE:

191 Lathrop Way, Suite N
Sacramento, CA 95815

CLASSIFICATION:

Exempt Non-Exempt

BASIC FUNCTION: To assist families and/or employees, whose primary language is Spanish, in various elements of the day-to-day operations of the Family Respite Services: 1) scheduling respite requests for families, 2) interviewing, hiring, training, supervising direct care staff, 3) assist with interpreting respite worker training and/or new employee orientation for employees, 4) conduct intake interviews with newly referred families; 5) problem solve family issues pertaining to respite care.

SUPERVISOR: Respite Program Manager

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

One year previous experience working with the developmentally or physically disabled.

Language Skills

Ability to speak fluent Spanish; Ability to translate/write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from families or consumers.

Mathematical Skills

Ability to add, subtract, multiply and divide.

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

Must possess a valid California driver's license and clean driving record. Must possess current First Aid and CPR certification.

Other Skills and Abilities

Ability to speak fluent Spanish
Ability to interpret information
Ability to concentrate for extended periods of time.
Ability to handle several unrelated tasks at any given time.

Other Qualifications

Ability to obtain fingerprint clearance.
Ability to pass post job offer physical.

SUPERVISORY RESPONSIBILITIES

In conjunction with management staff, the position will carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include assisting in the interviewing & hiring process; assist with training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Aid with developing sources for recruiting qualified applicants; assist with screening process.
2. Assist with scheduling and conducting applicant interviews, checking references and background and evaluating applicant qualifications.
3. Assist the Program Manager with the interview process.
4. Determines and records work assignments according to worker availability, family need and preferences.
5. Schedule respite requests and enter appointment date and time into scheduler book; record when requests have been filled or canceled, adjusts schedule to accommodate emergency requests when appropriate.
6. Assist with maintaining program records including respite service agreements, consumer files, personnel records, statistical information, etc.
7. Assist and/or acts as an interpreter for newly hired employees attending orientation or respite worker training program.
8. Translates various agency forms in Spanish.
9. Assists and/or acts as an interpreter during in-service training.
10. Conducts intake interviews with newly referred consumers as needed.
11. Establishes and maintains consumer files for each consumer.
12. Resolves family issues or concerns regarding respite.
13. Represents agency in community or in interagency activities.
14. Other duties as assigned.

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.

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.

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.

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.

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.

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:

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|--------------------------|---|
| For establishing policy: | May suggest policy |
| For incurring expenses: | May incur expenses within budgetary limitations with prior approval |
| For personnel changes: | May authorize personnel changes with prior approval and in accordance with UCP policy and procedures. |
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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.