

COMMUNITY PRODUCTION SPECIALIST II

This is technical work involving the supervision of the total production area of a medium-sized sheltered workshop for developmentally and/or physically disabled clients including mobile crews work stations and supported employment options. Employees are responsible for organizing daily workflow and manpower resources assessing client skill level and assigning to tasks; reviewing client progress notes and production reports to evaluate client movement toward employment. Employees provide contract specifications to employment technicians and train them in work tasks required by a variety of contracts; provide day-to-day supervision of technicians and participate in personnel functions; supervise vocational training of clients; ensure quality control and contract timeframes are met; coordinate work activities with program coordinator and production specialist. Work is subject to frequent production changes when new contracts are obtained and employees must assign and reassign employment technicians and clients in response to these changes. Work in this class is distinguished from the Community Production Specialist I by the responsibility of direct supervision of instructional staff and one or more of the following: an increase in operational dynamics of the programs the physical dispersion of mobile crew and work sites supervised, and/or the variety of contract work or services provided. Employees may also participate in the marketing of workshop services and procurement of contracts for employment services. Employees usually report to the employment program director.

Work at this level also includes the responsibility for managing multiple contracts for assembly/subassembly and/or services by designing the production process and job layout in a vocational training component of a state facility for developmentally disabled clients. Employees serve as primary contact to all contract customers; supervise shipping of products and billing for contract services; perform time studies; determine client pay rate; and manage the contract/production deadlines. Contracts for services are limited in variety and complexity.

I. DIFFICULTY OF WORK:

Complexity - Employees are responsible for the on-site production areas mobile crews and workstations of a community employment program. They organize daily workflow and manpower resources; supervise employment technicians and other staff providing the vocational training of clients; assess client skill level and evaluate client movement toward employment through review of progress notes and production reports; coordinate work activities with program coordinator(s); and train staff in work tasks required by a variety of contracts for services. Work is subject to frequent changes in response to varied contracts for products or services. Employees also ensure that quality control and contract timeframes are met and may develop specifications for varied contracts and/or participate in the procurement of contracts for employment services. In the state Institution role employees manage multiple contracts for basic assembly/subassembly of products, which requires time studies to determine client pay rate and development of bids for contracts and job specifications. Employees are responsible for ensuring quality control and appropriate timeframes for contracts.

Guidelines - Work is performed within state and local mental health program guides, policies and procedures, OSHA Regulations program standards Federal Wage and Hour Laws, and Fire Codes.

II. RESPONSIBILITY:

Accountability - Employees are responsible for the supervision of the total production area of a community employment program including off-site mobile crews and work stations. Employees implement contracts ensure that contract terms are met, and supervise staff involved in training the developmentally and/or physically disabled clients in specific work tasks. Employees also coordinate production activities with program managers and evaluate client skill level in performing specific work tasks.

Consequence of Action - Employees' decisions could result in the loss of viable contracts through poor quality of finished products. Employees' assessment of client skill level could impede clients' progress if inappropriate work assignments are made.

Review - Work is reviewed occasionally while in progress and through periodic reports and conferences. Work is also reviewed regularly by contract customers on completion.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Contract quality/quantity requirements of various contracts are discussed with the employment technicians contract procurement representative director and/or contract customers.

Purpose - Employees instruct employment technicians in production tasks and inform them of contract requirements quality standards and job set-ups. Employees interact with clients, staff contract customers, contract procurement representative and program director on production or quality issues.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Employees' work is carried out primarily in the production area of a community employment program or state facility for developmentally disabled clients.

Nature and Potential of Personal Hazards - Behavioral problems such as aggression of clients lifting, movement of raw materials and finished products and/or the operation of power equipment may cause bodily injury for employees.

V. RECRUITMENT STANDARDS:

A. Knowledges, Skill, and Abilities - General knowledge of manufacturing techniques job analysis techniques materials and work flow, marketing strategies job set-up, shop tools and equipment. General knowledge of OSHA Regulations wage and hour laws. Skill in developing adaptive devices for disabled clients. Ability to plan organize and supervise a work area; to solve problems. Ability to communicate effectively with staff, clients, and contract customers. Ability to learn behavior management and supportive counseling techniques. Ability to communicate observations and recommendations effectively in written and oral form.

Minimum Training and Experience Requirements - Graduation from high school or equivalent and four years of experience in production trades or related work that provides the above knowledge and skills preferably providing exposure to the population to be served; or an equivalent combination of training and experience.

B. Knowledges, Skills, and Abilities - General knowledge of the application of task analysis techniques. General knowledge of the practical application of behavior management and supportive counseling techniques. General knowledge of the population served. Ability to plan and organize/ to solve problems. Ability to learn manufacturing techniques materials and workflow, job set-up, OSHA and wage and hour laws. Ability to develop rapport with the clients, staff, and contract customers. Ability to assess client skill level, evaluate client progress observe behavior, and communicate observations and recommendations effectively in written and oral form.

Minimum Training and Experience Requirements - Graduation from high school or equivalent and four years of experience providing instruction to the client population preferably involving task analysis; or an associate degree in mental health or child development and two years of experience working with the population to be served which would provide the knowledge, skills and abilities and described in Recruitment Pattern B; or an equivalent combination of training and experience.

Administering the Class - Recruitment pattern A recognizes the business/industry experience and accompanying knowledge, skills and abilities. Selection of an employee with this training and experience may be suitable if supervisors other staff, or program managers have a human services background.

Recruitment pattern B reflects the human services degree preparation for the management of an employment program for the developmentally disabled and may be suitable if supervisors other staff, or program managers have an industrial or production-related background.

Management has the option of choosing either A or B in order to meet the needs of the clients and the program and achieve a desired balance.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.