

COMMUNITY PRODUCTION COORDINATOR

This is specialized technical work involving the analysis and evaluation of potential contracts for products services, and supported employment placements in a comprehensive sheltered workshop for developmentally or physically disabled clients. The workshop is typically a medium to large operation that maintains a wide variety of contracts for assembly, sub-assembly, and services which includes mobile work crews, enclaves and varied other supported employment placements. Employees independently develop bids for contracts using cost analysis time studies, feasibility studies, wage and hour surveys, and knowledge of client skill levels and capacity to learn. Employees continually survey the labor market to monitor prevailing pay rates procure supplies needed to meet contract specifications; determine need for adaptive devices to assist clients in job tasks and supervise the development of the devices; determine individual worker wage rate based on client's skill level. Work also involves evaluating the work climate and environment for potential supported employment placements including mobile crews and enclaves. Employees do not typically have responsibility for direct supervision of staff but may be involved in marketing workshop services and the procurement of contracts. They may also be responsible for the maintenance and safety of the facility and serve on the management team. Employees report to a community employment program director.

Work at this level also recognizes the responsibility for day-to-day supervision of a large staff of employment technicians in the largest sheltered workshops involved in the training of developmentally or physically disabled clients. Employees supervise staff who are responsible for training clients in the workshop setting in performing work tasks required by a wide range of contracts for assembly, sub-assembly, or processing products. As operations coordinator, employees implement contract standards and ensure that clients receive training necessary to perform the work. Employees assign clients based on recommendations of a vocational evaluator; plan work operations and ensure work flow; monitor overall operation on a daily basis; monitor client reports and production records regularly; resolve production and staff problems and participate in personnel functions. Employees have limited contact with clients. Work is subject to frequent and sometimes sudden changes based on status of contracts and changing deadlines. Employees are supervised by a production manager or community employment program director.

I. DIFFICULTY OF WORK:

Complexity - Employees analyze and evaluate potential contracts for products, services and supported employment placements using cost analysis feasibility studies, time studies, labor market analysis, and wage and hour analysis. Employees independently develop bids; procure needed supplies, determine need for adaptive devices and supervise their development; and determine client wage rate based on client's skill level. Employees also evaluate the work climate and environment for potential supported employment placements, mobile crews, and enclaves.

In the operations coordinator role, employees supervise employment technicians in the training of developmentally or physically disabled clients to perform work tasks required by a wide variety of contracts for assembly, sub-assembly, or processing products. Employees Implement contract standards; plan on-site work operations and ensure work flow; monitor overall operation on a daily basis; resolve production and staff problems; and participate In personnel functions.

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 determining feasibility of potential contracts including costs and income potential, client wage rates opportunities for client training and their progression to competitive or supported employment. In the operations coordinator role employees supervise the on-site production areas of a large community employment program; implement contracts; ensure that contract terms are met; assign clients to work tasks based on recommendations of a vocational evaluator; plan work operations and ensure work flow; monitor overall operation on a daily basis; resolve production and staff problems; and participate in personnel functions.

Consequence of Action - Employees' decisions could result in financial loss to the program through inaccurate contract analysis or development of inappropriate bids. Progress of the clients could be affected by the inaccurate evaluation of skill level and assignment to work tasks. In other roles, employees' decisions could result in the loss of viable contracts through poor quality of finished products. Clients' progress could be affected by the supervision of employment technicians.

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 contract requirements quality standards job set-ups, and development of adaptive devices. 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. Knowledge, Skills, and Abilities - General knowledge of manufacturing techniques job analysis techniques materials and workflow, marketing strategies job set-up, shop tools and equipment as required by the job. 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 communicate observations and recommendations effectively in oral and written form. Ability to learn behavior management and supportive counseling techniques.

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 graduation from a two-year technical school in industrial technology or related field and three 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 graduation from a four-year college or university with a degree in industrial

technology or related field and one year of the above experience; or an equivalent combination of training and experience.

B. Knowledge, Skills, and Abilities – General knowledge of the principles and techniques of working with persons with developmental disabilities. General knowledge of behavior management techniques. General knowledge of the practical application of task analysis. Ability to plan and organize, to solve problems. Ability to establish rapport and related to the population served, to staff, and contract customers. Ability to assess client skill level, evaluate client progress, observe behavior, and communicate observations and recommendations effectively in oral and written form. Ability to learn manufacturing techniques, marketing strategies, job set-up, shop tools and equipment as required by the job.

Minimum training and Experience Requirements – Graduation from a four-year college or university with a degree in a human service field and one year of experience working with persons with developmental disabilities, preferably in an employment program for the developmentally disabled; or graduation from a two-year associate degree program designed to prepare support personnel for work in a human services agency and three years of experience working with persons with developmental disabilities, including one year in an employment program for the developmentally disabled; 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 and/or program managers have a human services/programmatic background.

Recruitment pattern B reflects the human services/programmatic preparation and accompanying knowledge, skills, and abilities. Selection of an employee with this training and experience may be suitable if supervisors and/or managers have an industrial or production-related background. Management has the flexibility of choosing either A or B in order to meet the needs of the clients and the program and to achieve the 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.