

CITY OF CHATTANOOGA

Classification Specification Title: Therapeutic Program Manager

Department: Parks & Outdoors

Pay Grade: GS.13

Supervision Received From: Director Recreation

FLSA Status: Exempt

Supervisory Responsibility For: Therapeutic Recreation

Established: 6/29/07

**Assistant, Therapeutic Recreation Program Coordinator,
Therapeutic Recreation Specialist**

**Revision Dates: 4/17/25;
10/20/23; 1/11/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing all aspects of therapeutic programming including volunteer recruitment, training and budgeting for therapeutic programs. Duties include assessing diverse populations to determine appropriate program needs; promoting accessibility, inclusion and ADA compliance within the community; managing program budgets; maintaining partnerships with other organizations; managing use of facilities; recruiting and training employees and volunteers with grant writing and corporate partnerships. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: The Therapeutic Recreation Manager is a stand-alone classification.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises lower level Therapeutic Recreation program staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Managers therapeutic programming components which includes recruiting and training volunteers; developing partnerships with local, regional and national organizations; creating and updating assessments; implementing and evaluating programming tools to ensure compliance with applicable standards; overseeing the procurement and maintenance of inventory and equipment and performing other related activities.

Participates in developing and administering the division budget.

Manages partnerships with external service providers and creates relevant stakeholders for present and future programming.

Works in conjunction with applicable external organizations with the development of mission and vision statements related to therapeutic programs, Identifies and solicits program funding streams including grants and gifts.

Prepares a variety of business correspondence and reports related to program activities, operations, revenues and expenditures.

Creates and disseminates promotional materials for therapeutic programs and events including brochures, posters and flyers.

Plans, organizes, and develops on-going or specialized programs and activities for the disabled community.

Participates in/on a variety of meetings, committees and/or other related groups in order to receive and convey information.

Maintains Division website, ensuring information is current and accurate.

Maintain a healthy and safe working environment.

Hiring manager for the therapeutic division, working in conjunction with the HR department to identify open positions and submit requisitions, write detailed job descriptions, review resumes, approve hire, and complete onboarding processes.

Manage and oversee the day-to-day activities and operations of assigned programs, facilities, and services which Includes: assessing, planning, coordinating, administering, and evaluating programs, projects, processes, goals, objectives, and procedures; ensuring compliance with federal, state, and local laws, regulations, codes, standards, policies, and procedures.

Supervises lower level therapeutic recreation staff, volunteers and interns.

Evaluates, recommends and facilitates the procurement of equipment, supplies, and capital needs to ensure efficient and effective operations for the Therapeutic Division.

Evaluate and forecast community and industry trends to ensure services that are up-to-date and relevant.

Prepare and administer multiple budgets; prepare cost estimates for budget recommendations; submit justifications for budget items; monitor and control expenditures.

Manage purchasing card activities and perform statement reconciliations.

Responds and resolves problems, in-person and over the telephone, to internal and external customers by responding to requests for information, complaints, concerns, and/or other related inquiries.

Conduct and analyze community surveys related to interests and levels of satisfaction.

Manage and participate in the development and review of promotional materials used to promote programs, services, special events, and facilities.

Develop and implement community outreach programs and In-services to promote disability awareness and Inclusion.

Maintain professional licensure by participating/attending educational sessions/conferences CTRS - Certified Therapeutic Recreation Specialist (<https://www.nclrc.org/>).

Competency in NCTRC's Job Task Domains (<https://www.nctrc.org/>).

Proficient in modalities and facilitation techniques to deliver high quality programs and activities to individuals with a variety of disabilities.

Develop risk management policies and procedures for all therapeutic recreation programs.

Responds to requests for information, concerns or complaints regarding the therapeutic program.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's Degree in Recreational therapy or a related field such as recreation and leisure studies with an emphasis or concentration in recreational therapy/therapeutic recreation. Six (6) years of increasingly responsible experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: Possession of or ability to obtain First Aid/CPR Certifications. Nationally certified as a Certified Therapeutic Recreation Specialist, CTRS.

SUPPLEMENTAL INFORMATION:

Knowledge of supervisory principles; therapeutic recreation program planning and coordination principles; types of disabilities, including cognitive, physical and mental health; respite facilitation principles; budgeting principles; customer service principles; public relations principles; promotional techniques; business correspondence and report preparation techniques and basic web design principles; assistive devices, assistive technology and activity adaptations used to assist participants to function as independently as possible in leisure and recreation activities.

Skill in monitoring and evaluating subordinate staff; prioritizing and assigning work; speaking in public; monitoring, evaluating, and managing the operational and performance aspects of programs and facilities; motivating and developing employees; developing emergency preparedness plans; developing and implementing facility and programming rules and procedures; developing and scheduling programming, and hours of operation; developing and administering budgets; marketing and promoting programs and services; analyzing trends and making recommendations based on findings.

Skill in developing and making presentations; report writing; active listening; critical thinking for problem solving and decision making; time management; use of the computer and software programs for records maintenance, correspondence, report writing and presentations; conducting community surveys and analyzing results; providing customer service and public relations; communication and interpersonal skills as applied to interaction

with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

Ability to properly attach, load and tow a cargo trailer.

PHYSICAL DEMANDS: Positions in the class typically require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to odors, extreme temperatures, bodily fluids, intense noises and infectious diseases.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.