

SCHOOL OF COMMUNITY RESOURCES AND DEVELOPMENT  
AGENCY INTERNSHIP CTRS SUPERVISOR CORE COMPETENCY & NCTRC JOB TASK WORKSHEET

To: Agency CTRS Internship Supervisor

From: Kelly J. Ramella  
Therapeutic Recreation Academic Coordinator

Subject: Student Intern Agency Experience

On behalf of the faculty of the School of Community Resources and Development, I would like to thank you for your willingness to help our students in their professional development.

From the time the student declared a major in our School, we stress the progressive development of core competencies, which our faculty believe are common to all types of agencies associated with our majors. Core competencies are developed through course content (knowledge), and the knowledge applied (skill or ability) through course projects/assignments, as well as through their required Career Field Exploration experiences, which they must complete before they are eligible for a Senior Internship.

To help the student understand how their internship experience with your agency will aid in his/her professional development we are asking that you complete the Core Competency Worksheet provided to you by the student. This form is submitted to the School as part of the required paperwork packet that must be completed before the student is eligible to enroll in the Senior Internship course.

There are 11 Core Competency Groups and 10 National Council for Therapeutic Certification (NCTRC) Knowledge Areas, and within each group, identified experience/job task items. It is not expected that students will have direct responsibility with each of the Competency Items & Tasks, as this is dependent on the type of agency, as well as the student's internship position and responsibilities. However, it is expected that students will have some level of exposure and/or training with each item/task. A requirement of a Senior Internship experience is that it prepares students for an entry-level position in Recreation Therapy.

For each of the Core Competency Group Experience Items & NCTRC Job Knowledge and Tasks, we are asking that you indicate one of the following levels of experience.

- a. No exposure (**NOT** permitted for NCTRC Job Knowledge Areas and Tasks)
- b. Knowledge developed through discussion or observation.
- c. Skill developed through the student's exposure within his/her responsibilities.
- d. Ability developed through the student's direct responsibility with the Experience Item.

If you have any questions regarding this form please do not hesitate to contact me at [kelly.ramella@asu.edu](mailto:kelly.ramella@asu.edu) or at 602-496-0158.

Thank you.

## AGENCY INTERNSHIP SUPERVISOR CORE COMPETENCY WORKSHEET

CTRS Intern Supervisor's

Name (please print) \_\_\_\_\_

Intern Supervisors

Signature \_\_\_\_\_

Student's Name

(please print) \_\_\_\_\_

**Please indicate the level of experience by marking the appropriate box. Only one level of experience should be indicated for each of the Core Competency Experience/Task Items.**

General Core Competency Group/Experience Item	No Exposure	Discuss and/or Observe (Knowledge)	Used within the Intern's Responsibilities (Skill)	Direct Responsibility (Ability)
<b>1. Boards, Commissions, Committees Meetings</b>				
Professional Organization Meetings				
Committee Meetings				
Board/Commission Meetings				
Staff Meetings				
<b>2. Legal Aspects</b>				
Risk Management				
Contracts				
Requests for Proposals				
Insurance				
Licenses and Permits				
ADA Compliance				
<b>3. Human Resource Management</b>				
Develop a Job Analysis/Job Description				
Recruit Employees/Volunteers				
Screen Employee/Volunteer Applicants				
Interview Employees/Volunteers				
Train Employees/Volunteers				
Supervise Employees/Volunteers				
Schedule Employees/Volunteers				
Evaluate Employees/Volunteers				
<b>4. Fiscal Management</b>				
Develop/Monitor a Program/Event Budget				
Monthly/Quarterly Budget Analysis				
Weekly/Biweekly/Monthly Payroll				
Cash and/or Credit Reconciliation				
Inventory Control				
Retail Sales (Product/Service)				
Product/Service Pricing				
Purchasing/Procurement				
Fund Development				
Grant Writing/Development				

General Core Competency Group/Experience Item	No Exposure	Discuss and/or Observe (Knowledge)	Used within the Intern's Responsibilities (Skill)	Direct Responsibility (Ability)
<b>5. Marketing, Public Relations, Community Engagement</b>				
Formal Presentations				
Public Speaking				
Customer/Client Service				
Customer/Client Conflict Resolution				
Print Media (Brochures, Flyers, etc.)				
Internet Media/Social Network				
Email Communication with Customers/Clients				
Community Service Projects				
Donor Development/Relations				
News Media Interaction				
<b>6. Leadership</b>				
Lead an Activity/Program/Event (face-to-face)				
Lead a Project Team or Committee				
Lead a Community Group				
Lead a Department or Agency				
<b>7. Maintenance Operations of Equipment, Vehicles and/or Facilities</b>				
Develop/Monitor Maintenance Standards				
Develop/Monitor Daily, Weekly, Seasonal Maintenance Schedules				
Develop/Monitor Preventative Maintenance Schedules				
Develop/Monitor Nonscheduled Maintenance Priorities/Process				
Develop/Monitor Maintenance Records				
Develop/Monitor Equipment Replacement Process/Policies				
<b>8. Office, Facility, Park Operations</b>				
Develop/Monitor Access Policies and Procedures				
Develop/Monitor Use and Reservation Systems				
Develop/Monitor Customer/Client Supervision Policies and Procedures				
Develop/Monitor Equipment/Supply Policies and Procedures				
Develop/Monitor Emergency Policies and Procedures				

General Core Competency Group/Experience Item	No Exposure	Discuss and/or Observe (Knowledge)	Used within the Intern's Responsibilities (Skill)	Direct Responsibility (Ability)
<b>9. Programming, Special Events, Fundraising</b>				
Research/Reserve Space/Venue(s)				
Recruit/Monitor Vendors				
Venue Design and Layout				
Contract Entertainment, Specialists, Instructors				
Purchase, Procure, Rent Equipment and Supplies				
Secure Support Services (Medical, Security)				
Coordinate Adequate Infrastructure (water, electric, porta-potties, communication system)				
Develop Participant Accessibility Initiatives				
Develop/Coordinated Staff/Volunteer Requirements, Policies, Procedures				
Coordinate Day-of-Event Activities				
Develop/Implement Event/Program Evaluation				
Event/Program Evaluation Analysis and Recommendations				
<b>10. Internal Agency Communications, Operations, Functioning</b>				
Internal Verbal Communication				
Internal Written Communication				
Internal Electronic Communication				
Internal Department/Unit Operations Coordination.				
<b>11. Computer Software, Social Media</b>				
Reservation Software				
Registration Software				
Word Processing				
Spreadsheet Software				
Database Management Software				
Presentation Software (PowerPoint, Prezi, etc.)				
Desktop Publishing Software				
Computer Graphics/Design Software				
Webpage Development Software				
Microsoft Outlook (email, calendar, contacts, etc.)				
Social Media (Facebook, Twitter, etc.)				
<b>NCTRC Knowledge Areas and Job Tasks</b>				

NCTRC Knowledge Areas and Job Tasks	No Exposure	Discuss and/or Observe (Knowledge)	Used within the Intern's Responsibilities (Skill)	Direct Responsibility (Ability)
<b>12. Professional Roles &amp; Responsibilities</b>				
Establish and maintain therapeutic relationships.				
Create/maintain a safe/ therapeutic environment.				
Maintain CTRS credential/required State credential.				
Participate in in-service training and staff development.				
Maintain knowledge of current RT trends				
Enhance professional competence				
Enhance professional competence through contribution to RT field				
Support the development of evidence based practices				
Adhere to professional standards of practice and codes of ethics				
Participate in quality improvement process				
Participate in agency/professional committees				
<b>13. Assessment</b>				
Request/secure referrals/orders.				
Obtain/Review pertinent information.				
Select/develop assessment methods/ setting				
Establish therapeutic relationship				
Conduct assessments				
Analyze/Interpret results				
Integrate/Record/Disseminate results				
<b>14. Planning Intervention and/or Programs</b>				
Discuss results of assessment				
Develop/document individualized/ group intervention plan				
Develop/select interventions/ approaches.				
Develop/Select protocols				
Utilize task/activity analysis				
Select adaptations/modifications/ assistive technology				
<b>15. Implementing Interventions and/or Programs</b>				

<b>NCTRC Knowledge Areas and Job Tasks</b>	No Exposure	Discuss and/or Observe (Knowledge)	Used within the Intern's Responsibilities (Skill)	Direct Responsibility (Ability)
Explain purpose/outcomes of the intervention/program				
Implement individual/group session(s)				
Use leadership/facilitation/adaptation techniques				
Monitor/address safety				
Observe person served for response to intervention/program				
Monitor effectiveness of individual/group intervention/program plans				
<b>16. Evaluate Outcomes of the Interventions and/or Programs</b>				
Evaluate changes in functioning				
Determine effectiveness of individual intervention plan				
Revise individualized intervention plan				
Evaluate need for additional/alternative/discharge of services.				
Determine effectiveness of protocols/modalities/programs				
<b>17. Document Intervention Services</b>				
Document participation/adherence to intervention				
Document behavioral observations				
Document occurrences relating to risk management				
Document protocols and modalities				
Document program effectiveness				
Identify the treatment team/community partners				
Provide information to team members/community partners				
Communicate information				
Coordinate/Integrate intervention plan				
Develop/Provide collaborative services				
<b>18. Treatment and/or Service Teams</b>				
Identify the treatment team/community partners				
Provide information to team members/community partners				
Communicate information				
Coordinate/Integrate intervention plan				

<b>NCTRC Knowledge Areas and Job Tasks</b>	No Exposure	Discuss and/or Observe (Knowledge)	Used within the Intern's Responsibilities (Skill)	Direct Responsibility (Ability)
Develop/Provide collaborative services				
<b>19. Develop and Maintain Programs</b>				
Maintain equipment and supply inventory.				
Plan and coordinate support services				
Maintain program budget and expense records.				
Develop and distribute schedules				
Conduct needs assessment				
Conduct ongoing program evaluation				
Follow risk management practices				
<b>20. Managing RT Services</b>				
Comply with standards and regulations				
Prepare/Update written plan of operation.				
Confirm that programs are consistent with agency mission				
Recruit/train/educate/supervise/evaluate staff				
Provide staff development/mentorship				
Develop/implement/maintain internship program				
Prepare/implement/evaluate/monitor annual budget				
Support research programs/projects				
Develop/conduct quality improvement plan				
Write summary reports of RT services				
Identify/obtain/manage supplemental funding				
<b>21. Awareness and Advocacy</b>				
Establish/maintain network with organizations/advocates				
Advocate for rights of persons served				
Provide education to internal/external stakeholders				
Promote marketing/public relations				
Monitor legislative/regulatory changes				