



Northcentral Learning Resource Center Job Description

Position	Part-time Telepractioner Assistant
Date	September 2021

Job Summary

The Telepractioner Assistant is responsible for supporting and facilitating the remote telepractioner's on-site needs. These duties primarily include overseeing equipment and student supervision during remote testing sessions for the remainder of the 2021-2022 school year. This part-time position is approximately 16 hours per week, with fluctuation in hours dependent upon need and assigned by the Director. It requires strong organizational skills, attention to detail, accuracy, timeliness, and maintaining a high level of confidentiality while dealing with protected student information.

Essential Job Duties and Responsibilities

- Follows directives and requests made by contracted telepractioner to support the educational evaluation of students for member school districts of Northcentral Learning Resource Center.
- Responsible for the safe transport, set-up, and use of specialized equipment to support contracted telepractice services;
- Encourages and contributes to a work environment that encourages positive staff morale, motivation, commitment, and team-building with staff;
- Accesses and works with protected student and personnel information while maintaining and adhering to strict confidentiality rules, regulations, and standards;
- Develops and coordinates plans and schedules to meet and accommodate unexpected situations and changing circumstances;
- Practices and encourages workplace safety;
- Performs other related duties as required or assigned to support NCLRC operational needs or contracted telepractice services.

Required Knowledge and Abilities

Knowledge and understanding of:

- The responsibilities and functions of NCLRC;
- NCLRC and member district policies;
- Proper English usage, including spelling, grammar, and punctuation;
- Microsoft Office Software, Word, Excel, Outlook, PowerPoint, Publisher, Internet, and other computer applications related to the work;

Skilled in:

- Customer service;
- Typing, filing, data entry, computer and organizational skills, use of office machines, word processing;
- Professional and effective written and verbal communication;
- Time management and organization;



- ❑ Using tact, discretion, initiative, and independent judgment within established guidelines.

Ability to:

- ❑ Safely transport, set up, and use specialized equipment necessary for contracted telepractice services;
- ❑ Perform a wide variety of tasks with accuracy and speed under the pressure of time-sensitive deadlines;
- ❑ Proficiently operate a computer to complete required job duties;
- ❑ Meet challenges with resourcefulness through original thinking and creativity;
- ❑ Adapt to interruptions, equipment failures, unusual demands, or changing priorities;
- ❑ Handle confidential and sensitive information;
- ❑ Employ and enforce safety practices and procedures;
- ❑ Respond promptly to requests for service and support given by telepractitioner and NCLRC Director;
- ❑ Demonstrate punctuality and observe work hours;
- ❑ Work collaboratively with management and co-workers;
- ❑ Observe established lines of authority;
- ❑ Maintain concentration during frequent interruptions;
- ❑ Manage and complete multiple tasks under fixed timelines;
- ❑ Follow verbal and written instructions;
- ❑ Analyze and compile information; Read and comprehend materials;
- ❑ Identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements;
- ❑ Interact with the public or other employees of varying and diverse backgrounds in a professional, respectful and courteous manner; Work with individuals in a professional, respectful and courteous manner; Interact with challenging individuals and display sound judgment under stressful situations;
- ❑ Adapt to changes in the work environment and deal with frequent change, delays, and/or unexpected events;
- ❑ Accept responsibility and be self-motivated.

Reporting Relationships

The Telepractitioner Assistant reports directly to the NCLRC Director.

Minimum Qualifications

Education/Experience/Training:

- A High School Diploma **OR** GED is required;
- **AND** a minimum of one (1) year of paraprofessional experience in a public school setting.

Certifications:

- Valid Montana driver's license.

Other Requirements:

- Must own a reliable personal vehicle for travel to and from the NCLRC office and member school districts. Mileage reimbursement is provided.
- Must provide proof of car insurance.
- Must have a personal cell phone and service plan. A one-time stipend is provided.

Job Performance Standards

Evaluation of this position will be based primarily on the areas of accountability and performance. To perform the job successfully, an individual should demonstrate the following Valued Work Behavior Competencies:

- **Adaptability:** Adapts to changes in the work environment, manages competing demands, changes approaches or methods to fit best the situation, and deals 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 leadership direction, takes responsibility for own actions, keeps commitments, completes tasks on time, or notifies appropriate person with an alternate plan.
- **Diversity:** Shows respect and sensitivity for cultural differences, educates others on the value of diversity, and promotes a harassment-free environment.
- **Ethics:** Treats people with respect, keeps commitments, inspires the trust of others, works with integrity and ethics, and upholds organizational values.
- **Initiative:** Undertakes self-development activities, looks for and takes advantage of opportunities, asks for and offers help when needed.
- **Innovation:** Displays original thinking and creativity, meet challenges with resourcefulness, generates suggestions for improving work, and develops innovative approaches and ideas.
- **Interpersonal:** 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.
- **Judgment:** Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in the decision-making process, makes timely decisions.
- **Organizational Support:** Follows policies and procedures, supports NCLRC's mission, vision, and values.
- **Problem Solving:** Identifies and resolves problems promptly, gathers and analyzes information skillfully, develops alternative solutions, works well in group problem-solving situations, uses reason even when dealing with emotional topics.
- **Professionalism:** Approaches others tactfully, 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, avoids school and office gossip.
- **Quality:** Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance, monitors own work to ensure quality.
- **Safety and Security:** Observes safety and security procedures, determines appropriate action beyond guidelines, and reports potentially unsafe conditions.
- **Teamwork:** Exhibits objectivity and openness to others' views, gives and welcomes feedback, supports everyone's efforts to succeed.
- **Technical Skills:** Assesses own strengths and weaknesses, pursues training and development opportunities, strives to build knowledge and skills continuously, and shares expertise with others.
- **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.



Essential Physical Abilities

Essential Physical Abilities:

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to sit, talk, write, listen and read;
- Transport, set-up and use equipment necessary for telepractice services;
- Constantly required to use hands and fingers to handle or feel objects and to operate computer/keyboard;
- Frequently is required to reach with hands and arms;
- Clarity of speech and hear to communicate well with school personnel, administrators, employees, other community organizations, and the general public;
- Manual dexterity to operate a personal computer, files, and general office equipment;
- Occasionally lift and/or move up to 40 pounds while transporting files, supplies, and mail;
- Personal mobility to serve the public, other departments, access files and other materials in the office, and navigate stairs;
- Specific vision abilities include close vision and looking into monitors for extended periods and ability to adjust focus to perform computer procedures and to produce and review a wide variety of documents, correspondence, reports, and related materials in both electronic and printed form;
- Personal mobility to safely enter, operate and exit motor vehicles;
- Frequently stand, sit and reach with hands and arms and occasionally stoop, kneel, climb, bend or crawl while performing essential job duties.

Working Conditions:

The work environment characteristics described here represent those an employee encounters while performing this job's essential functions.

- The work environment is a public school environment with frequent interruptions;
- The noise level in the work environment varies from moderate to sporadically loud.

Employee Signature

Date

Director Signature

Date