



## Position Description

<b>Position Title</b>	Employment Specialist	<b>FLSA Status</b>	Non-Exempt
<b>Last Revised</b>	6/25/2024	<b>Job Code</b>	<b>Pay Grade</b>

### Position Summary

Responsible for supporting individuals with disabilities in securing and maintaining successful, meaningful and accessible community employment.

### Essential Job Functions (Duties, Tasks and Responsibilities)

- Effectively manage all aspects of service provision for an assigned caseload of individuals to maximize successful community employment outcomes; achieve 70% of hours paid as billable.
- Establish work/service schedules that meet the needs of the individuals supported, ensure timely provision of service, maximize billable hours, and minimize inefficiencies, including minimizing unnecessary or inefficient travel and/or providing unprofitable service units per visit.
- Facilitate career development activities using person-centered approaches to assist workers in exploring interests, skills, personality traits, and other factors needed to develop suitable jobs.
- Assist participants with job preparation and work readiness activities, including completing employment applications, developing resumes, interview preparation, working out transportation logistics, and communicating with potential employers.
- Assist each individual in learning his/her work schedule, company rules, job duties, work culture, safety rules, job site layout, public transportation and other skills necessary for employment.
- Provide on-the-job training to the extent that it is not available at the job site.
- Provide employment supports consistent with the individual’s vocational goals, program plan, and service voucher/contract.
- Provide follow-along supports to both workers and employers to ensure continued successful employment.
- Model appropriate professional workplace conduct at all times consistent with the requirements of the worksite, including following dress codes, safety protocols and work rules of the community employer.
- Maintain a direct relationship with each worker to facilitate social membership, the development of natural supports in the workplace, and community inclusion.
- Perform work responsibilities at the job site to the extent that the individual needs support to perform them to the employer’s specifications.
- Provide counseling and guidance to workers on issues related to appropriate workplace behavior, interpersonal skills, personal issues impacting employment, and resolving workplace conflicts.
- Provide back-up coverage for co-workers on an as needed basis.
- Connect individuals with additional services or resources as needed to maximize successful outcomes, including New Jersey Work Incentive Network Support; identify needed accommodations at the job site and arrange for them to be made by the appropriate party; advocate for workers as needed.
- Effectively communicate and collaborate with other personnel, DVRS counselors, DDD support coordinators and others to ensure the provision of effective and efficient services.
- Provide information to potential program participants, employers and other interested parties for the purpose of promoting the goals and benefits of supported employment.
- Cultivate new relationships as well as maintain existing relationships with regional employers for the purpose of developing job opportunities for individuals.
- Ensure confidentiality and the privacy of individuals by safeguarding *Protected Health Information*, in whatever form, as required by company policy and HIPAA regulations; ensure information entrusted to the company by others and considered confidential is not disclosed to external parties or to employees without a “need to know”.
- Report suspected violations of the company’s code of ethics and Compliance Program, including any violation of law, regulation, or third-party payer program requirement.
- Maintain accurate, timely and complete records, both paper and electronic, in compliance with CEA policies, accreditation and funding agency standards and other related legal requirements.
- Document daily activities, including billable hour notes, within 24 hours of service provision; prepare and submit accurate, complete and timely reports/paperwork as required by the company and referring agency.
- Participate in development and training activities to stay current with best practices in supported employment, maintain credentials, and comply with funder/company requirements; stay current with legislative and legal developments impacting area of responsibility.



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- Participate in ISP and other team meetings as needed to develop and maintain employment for workers; attend organizational meetings for the purpose of acquiring and/or conveying information relative to job functions.

### Working Relationships

- Report to the *Director of Community Employment and Evaluation*.
- Collaborate with *Lead Employment Specialist* to achieve established outcomes.
- Must work professionally with peers, other CEA staff, customers, workers, community employers and other diverse individuals.

### Position Competencies (Required Knowledge, Skills and Abilities)

- Establish and maintain cooperative, respectful and supportive working relationships with people of diverse backgrounds, cultures, and perspectives; strong alignment with organizational mission, vision, and values; possess high professional ethics.
- Facilitate change quickly and effectively in response to changing priorities; manage competing demands, unexpected events and time; work well under deadlines; self-directed with an ability to develop and accomplish goals; work remotely.
- Communicate effectively with other company personnel, individuals supported, families, regional employers, funding/regulatory agencies, and others outside the organization; strong communication skills, including listening, written and verbal.
- Maintain and protect the confidentiality of information entrusted to the company; exercise good judgement in evaluating whether information is confidential, what would be the potential ramifications of disclosure, and with whom the information could be shared.
- Strong organizational, planning, and customer service skills.
- Exercise good judgment; facilitate timely decision making; think critically, strategically, and creatively; manage and resolve conflicts and problems effectively; negotiate solutions.
- Strong ability to use computers and software applications used by the company; thorough knowledge of Google Workspace and other relevant company and/or funder software applications, including *SetWorks*.
- Document and record information accurately and timely; prepare accurate and timely reports.
- Knowledge of principles, trends and best practices of supported employment; knowledge of the demands and expectations of business and industry.
- Commitment to the values of inclusion, person-centered planning and *Employment First*.
- Maintain a professional appearance and provide a positive corporate image to the public.
- Regular, predictable and reliable attendance.

### Required Education and/or Experience

- Associate's degree in a related field from an accredited college or university; or a high school diploma or GED with three (3) years of related experience; or any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities.
- Employee must be 18 years of age and successfully pass established background checks.

### Certifications, Licenses and/or Registrations

- Must have a valid driver's license and meet company driver selection criteria.

### Physical Demands (The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.)

- Ability to work for extended periods of time while standing and sitting and be involved in physical activity.
- Walking and turning in the knees, back, wrists and shoulders are routinely required.
- Operating a motor vehicle is frequently required; operate a computer, calculator, and other general office equipment.
- Hand movements such as handling, fingering and grasping are regularly required.
- See, hear and listen with or without correction; speak, read, and write English.
- Stooping, crouching, bending, kneeling, climbing, and reaching are occasionally required.
- Lifting of up to 25# is frequently required; ability to physically guide, support, balance, assist, maneuver and help transfer individuals of varying weights.



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### Working Environment

- This position works mainly remotely in the community, and the work environment varies based on the individual's jobsite; occasional exposure to moving mechanical parts and equipment, noise, chemicals, odors, heat and outside weather conditions are possible.
- The employee may be required to manage unconventional work schedules, including working extended shifts, 2<sup>nd</sup> shifts and weekends; work schedule varies from week to week based on the work schedules of individuals.
- Position involves travel to and from the worksites of individuals supported and occasionally involves transporting individuals to and from their worksites.

### Disclaimer

*This job description is not a contract between you and CEA. This job description is also not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.*

**Employee**

**Employee Signature**

**Date**