



## **JOB DESCRIPTION**

### **Employment Specialist**

**Reporting to:** Manager, Employment Services

**EEO Category:** Professionals

**Created:**

**FLSA Classification:** Non-Exempt

**PRO:** Community Based Clinical

**Modified:** 10/23/2019

#### **POSITION SUMMARY**

Develop and implement individualized employment services by actively engaging clients, employers, and other stakeholders to meet their needs through the Employment Services Program.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Case Management & Life Skills Services**

- Able to engage clients in employment endeavors
- Able to gather the necessary information concerning the individual's strengths, skills and abilities in order to assist the individual in developing a specific employment related goal(s) or outcome(s)
- Able to develop and implement individualized employment plan with the direction for the consumer toward the achievement of the proposed goal(s) or outcome(s)
- Knowledgeable of disability related information and strategies in employment advocacy
- Provide coaching services for development of client job skills, as well as life skills, as needed

##### **Coordination and Communication**

- Build and maintain caring and trusting relationships with clients and family members
- Build and maintain a strong network of external relationships (which may include DCS, other mental health agencies, health providers, schools, community agencies, employers, etc.)
- Become knowledgeable regarding community resources and maintain a strong referral network
- Coordinate, facilitate and aid in job development based upon consumer's needs, abilities, and interests; Collaborate and communicate with all parties involved in working towards client's identified goals
- Able to explain the short and long term effect of earned income as it relates to all entitlement programs
- Provide follow-up with employers and other supportive agencies (eg. Social Security Administration/ Ticket to Work, HUD, Food Stamps, Medicaid, Medicare, Vocational Rehabilitation, etc.)
- Connect clients with other Aspire services as needed.

##### **Reporting and Documentation**

- Keep thorough and accurate progress notes, document next steps, and update treatment plan accordingly
- Maintain case and agency paperwork according to Aspire standards
- Complete the necessary documentation to bill the appropriate funding source (eg: Medicaid Rehabilitation Option (MRO), Vocational Rehabilitation (VR), Ticket To Work (TTW), etc.)

##### **Professional Development**

- Complete and maintain compliance with required trainings and education required for the position
- Acquire and maintain ANSA and/or CANS certification(s), per position requirements
- Participate in appropriate team and/or administrative meetings, assigned committees, in-services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within the field

#### **Core Competencies**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

### Position-Specific Competencies

- **Flexible** - Ability to move between multiple locations for sessions, quickly adapt to the consumer and the location and address emergent situations
- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals with consumers
- **Collaborative** - Work cooperatively with consumer and family members (if applicable), as well as outside treatment agencies, to reach recovery goals identified in consumer treatment plan
- **Detail-oriented** - Exercise organizational discipline in maintenance of accurate documentation systems and case management practices
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

### CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

#### Education/Experience

- High School Diploma required; Bachelor's degree in business administration, sales, marketing, behavioral sciences, or rehabilitation from a college/university accredited by the U.S. Department of Education preferred; equivalent experience considered
- Experience in successful vocational and/or business endeavor preferred; knowledge of social service systems (school systems, child welfare, corrections, Medicaid, Social Security, etc.) preferred

#### Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization; must have the ability to use private car to transport self
- Must maintain strict confidentiality and handle highly confidential information with professionalism
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Shows appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FML absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Display a positive work ethic

### PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Community-based environment with heavy travel throughout the community in various types of weather/conditions; working from a mobile office when needed
- May be required to work evening and/or weekend hours as needed
- Heavy exposure to PC and phones
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Frequently required to be physically mobile (stand, walk, sit, climb, bend, reach, stoop, kneel) throughout work hours
- Must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately in crisis situations and manage physically threatening consumers by following Aspire protocols

**Background Checks**

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Driving, History Record, Employment Verification, Education Verification, and Professional References

**Supervisory Responsibilities**

This position has no supervisory responsibilities

**Work Hazard Category**

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

**Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

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Employee Signature

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Date

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Printed Name