



MARION GOODWILL INDUSTRIES, INC. Job Description

Job Title: Employment Specialist
Classification: Staff
Reports To: Senior VPHR & Mission Services and Mission Services Development Director
FLSA Status: Non - Exempt
Supervises: Assigned Consumers
Revised Date: 1/2018

Mission Statement

Building lives that work.

Job Objective

This position is responsible for the successful delivery of services to consumers specifically following any requirements of program or funding criteria. Carries out the Mission Statement of Marion Goodwill.

Essential Job Functions

Responsible for development of training topics, training aides, and activities for the consumer.

May provide direction to participants with regards to work tutorials and on-site mentoring.

Provide career counseling to assist clients with identifying skills and developing appropriate vocational goals.

If applicable to the service, Develop IPE (Individualized Plan for Employment) with consumer. The IPE states consumer's vocational goals and job criteria and plans for reaching the goal, including frequency of meetings and responsibilities of parties involved.

Seek employment opportunities through all means available, that match the needs of consumers. (This includes the development of CBA, community based assessment sites).

Develop on-the-job training strategies and implement direct instruction for consumers on the work site. This includes, but is not limited to, specific skill training, adjustment to the work environment, and appropriate social interaction with co-workers and supervisors.

Provide reinforcement and hands-on work orientation to the consumer to encourage good work habits.

Maintain continual contact with the consumer during services. Develop and implement plans for follow-up services.

Provide advocacy or non-instructional intervention that promotes adjustment to the work environment by assuring that consumer's work-related needs are met and that rights and dignity are safe-guarded.

Participate in case reviews and goal planning for each consumer, as requested.

Develop individualized task analysis and special training strategies based on consumer's capabilities and job training needs.

Know various elements of the job search process and provide this information to consumers or instruct consumers, as applicable.

Obtain information from employer on consumer's performance, site modification, and schedules in order to enhance integration.

Assure that documentation for consumer's vocational programming and progress is completed according to procedural guidelines.

Keep accurate account and case notes on all contacts with consumers, stakeholders, or other stakeholders.

Keep accurate record of all billable time and mileage.

Responsible for working relationship with new referrals including calling, sending letters, prison visits, and community relationships. Carries out marketing strategies designed to maximize program utilization.

Together with consumers, co-workers and external stakeholders continuously assess services.

Development of funding sources including grant writing, when available.

Prioritize work with daily/weekly goals.

Assists and monitors to ensure programs are achieving outcome goals for programs. If program goals are not being achieved, develop an action plan with follow up to achieve desired goals.

Ensures compliance in all audits, program requirements, and/or CARF standards.

Build and maintain effective quality working relationships by providing exceptional customer service with internal and external customers. Act with customers in mind and dedication to gaining their trust and meeting their expectations.

Assist with greeting visitors, answering phone, recording messages, relaying information.

Maintain confidentiality of agency information including consumer information, agency finances, and executive decisions. Ensure correct information goes only to the appropriate person(s).

Is aware of and follows all company policies and procedures as outlined in the Employee Handbook and ongoing training.

Attends meeting/training as scheduled.

Reports any accidents/incidents and unsafe conditions to supervisor(s) and assists with completing appropriate reports. Follows all safety policies and procedures.

Appropriately dressed in accordance with the employee dress code.

Perform other related duties as assigned.

Critical Skills

- Associate Degree preferred or five years' related work experience accepted
- computer literacy, including competency with spreadsheets and word processing software
- accuracy in working
- multitasking and organization skill
- ability to write routine reports and correspondence
- ability to effectively present information and respond to questions from clients, customers and management
- ability to define problems, collect data, establish facts and draw valid conclusions
- ability to work independently and with frequent interruptions
- ability to handle confidential information with discretion and tact

- desire to work with rehabilitation clients, employees and the public
- team orientation
- must be physically capable of lifting, stooping, squatting, standing, walking, reaching, bending
- appropriate dressing and grooming
- credentials and criminal background check required
- first aid CPR certified (training provided);
- ability to pass alcohol/drug screening
- a driving record acceptable to Goodwill's insurance provider and adequate personal liability insurance.

Job Location

Community based sites, Goodwill facilities; some travel to work sites, meetings and conferences.

Equipment

Computers with knowledge of, but not limited to Word, Excel, Outlook and QuickBooks; adding machine, fax machine, copiers.

Employee Signature _____ Date _____

The signature above verifies that the employee has read and understood the job description.