



JOB TITLE: EMPLOYMENT SPECIALIST I
FLSA STATUS: Non-Exempt
SALARY RANGE: \$29,000 - \$33,000 annually
REPORTS TO: Director of AFES

PRIMARY PURPOSE OF JOB

- The primary duty of the Employment Specialist I is to work with individuals on their caseload to help them identify and find a job that is a good fit for them. The Employment Specialist I is responsible for learning the interests and abilities of their clients and matching them with employers in the community. The Employment Specialist I must learn the duties of each job so they can assist their clients with learning them as well. Finally, the Employment Specialist I serves as a support for employers, including HR professionals, managers, and co-workers of the individual served.

This description may not include all duties, knowledge, skills, or abilities associated with this position.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

General Duties and Responsibilities

- Work with clients beginning with the intake process. Serve as the main contact for each client on your caseload, and work through all steps of the Employment process.
- Responsible for completing Discovery and Exploration activities and documentation for individuals referred for Employment Supports, Supported Employment services, and or Other Employment Programs.
- Assess the training, experience, and personal qualifications from program participants and match them with employer's required qualifications.
- Develop and establish positive relationships with local business and industry leading to quality job placements for participants in Abilities First programs according to targeted outcome goals.
- Meet with each employer prior to placing an individual in a job to learn the physical and social aspects of the job.
- Develop an understanding of each job by working with the individual during his or her first several days. Assist the individuals in building rapport with his/her co-workers and supervisor.
- Ensure Job Coaches are provided with necessary information about the job, the employer, the work culture, and any additional training before assigning a Job Coach to a new individual. Serve as a liaison for the individual, employer, and job coach if there are concerns.
- Provide on-site assistance with interviews, orientation, initial job training, and continued support through managing and working with Job Coaches on a regular basis.
- If requested, attend New Employee Orientation with individuals. Ensure they are provided information regarding payroll, chain of command, rules and procedures, and work culture that are provided to all other employees.

- Provide education and support to employers regarding inclusive work practices and the benefits of hiring individuals with disabilities.
- Maintain regular check-in calls with employers/supervisors to monitor how individuals are doing on the job. Be available for ongoing support to supervisors and co-workers as needed.
- Maintain system of employer contacts allowing for a shared database of potential employers that identifies types of jobs, job requirements and contact person so that other participants may be able to match person to potential jobs and employer.
- Visit local employers to evaluate job content, working environment, and the ability of the employer to meet job accommodations and solutions to employment barriers.
- Responsible for completing and maintaining all required documentation for individuals on this caseload, including case notes, progress reports, Individual Employment Plans and reviews, and ensuring documentation meets required timelines and milestones.
(Documentation required by but not limited to AFES, AF, VR, DMH, CARF, etc.)
- Conduct regular sessions with job-ready participants addressing looking for a job, interviewing, resume development, hygiene and grooming, and any issues that need to be identified along with solutions (i.e. need for accommodations, appropriate attire, criminal background check, etc.)
- Identify key employees at the workplace to provide natural supports that lead to successfully training and retaining the new employee using workforce-based mentoring and transition the ongoing provider support role to the job coach to develop these relationships.
- Arrange for AFES/AF staff to provide training on employment of individuals with developmental disabilities in business and industry.
- Support job coaches through client transitions, reporting, plans of correction, assisting with scheduling and ensuring that monthly documentation is submitted on a timely basis.
- Attend staff meetings, conferences, and trainings as required or assigned and implement new information accordingly.
- Update and upgrade skill levels by attending agency provided in-service training or other authorized training for a minimum of 20 hours within the first twelve months of employment, and 4 hours each subsequent calendar year.
- Light lifting required and extensive sitting.
- Must be able to pass a background screening.
- Must have a valid Missouri driver's license, reliable transportation, an acceptable driving record, and auto liability insurance that meet the requirements set by Abilities First.
- Must be able to drive for work-related assignments.
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 25 mbps* in order to work remotely from home with provided laptop and office equipment.
- Perform other related work as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to communicate clearly with others orally and or in writing.
- Ability to develop and maintain a positive work atmosphere.
- Ability to train others in business practices.
- Ability to establish effective working relationships with coworkers, employees, the Board of Directors, and the public.
- Ability to address unforeseen circumstances in a calm, positive manner.

- Ability to build relationships with clients, co-workers, and business contacts.
- General knowledge in sound management techniques.
- General knowledge of sound business practices and procedures.
- Ability to explain employment laws and practices to others.
- Ability to create documents and presentations in PowerPoint, Word, and Excel .
- Ability to analyze business processes and create procedures and protocols as needed.
- Ability to lift a minimum of 10-35 pounds
- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements
- Ability to bend, sit, stand, and stoop.
- Demonstrates professional work ethic.

CORE COMPETENCIES

- *Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.*
- Continuous Improvement – Originating action to improve existing conditions and processes; identifying improvements opportunities, generating ideas, and implementing solutions.
- *Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.*
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- *Engagement Readiness – Demonstrating a willingness to commit to one’s work and to invest one’s time, talent and best efforts in accomplishing organizational goals.*
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area; keeping up with current developments and trends in area of expertise.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Bachelor’s Degree preferred (may combine college credit and work experience to substitute for degree).

- Experience working with individuals with developmental disabilities, especially related to job readiness and/or placement strongly preferred.
- Communications and/or sales experience preferred but not required.
- Three years of experience working with individuals who have a developmental disability.
- Innovative thinker and problem solver.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents/reports and focus on computer for an extended period.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public.				X
Sitting: Must be able to sit for long periods of time.				X
Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Driving: Must be able to drive locally for work-related assignments.	X			
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date

Revised 11-5-18; Revised 8/21/19; Revised 7/23/20; Revised 9/2/20; 10/05/20, 2/4/21, 5/17/21, 8/30/21