



FAMILY OUTREACH, INC.
SUPPORTED EMPLOYMENT SPECIALIST (SES)
JOB DESCRIPTION

I. ASSIGNED DUTIES AND TASKS

Position overview:

The Supported Employment Specialist (SES) is responsible for completing intake into the Supported Employment program; providing pre-vocational and career planning services; coordinating supported employment services to persons with disabilities; recommending, monitoring and evaluating the employment/vocational component of Personal Support Plans (PSPs); and performing program support and records administration functions. The position reports to the Program Manager, and supervises Job Coaches.

A. Pre-Vocational and Career Planning Services

Completes intake into the Supported Employment program and provide pre-vocational and career planning services for individuals with disabilities who are transitioning into adult services.

1. Receive and review referrals for services to develop a proposal for services based on services requested.
2. Complete initial visit with consumer to establish trusting, collaborative relationships directed toward the goal of competitive employment in community job settings.
3. Coordinate with other provider agencies in the employment process. This includes assisting consumers in obtaining information about their benefits (e.g., SSI, Medicaid, etc.) and how they will be affected by employment in order for clients to make good decisions about employment opportunities. Help consumers access benefits counseling and other services when making changes in work hours and pay.
4. Provide pre-vocational services to train individuals who are not expected to join the general work force in the immediate future (within a year). This includes support and training in self-help skills, motor and physical development, communication skills, functional academics, community life skills, work skills, and leisure skills. These training areas are not primarily directed at teaching specific job skills but at underlying habilitation goals.
5. Provide Career Planning Services for individuals with disabilities who are transitioning out of High School into adult services (this service is not limited to those with intellectual or developmental disabilities). This includes developing and implementing experiential opportunities for appropriate exploration, assessment and discovery of career options to enter the general workforce; providing assistance with resume creation, interviewing skills, and workplace etiquette training; conducting assessments of individual's skills, abilities and interests including assessment of technology based skills; and providing training and support for skills relating to the acquisition of employment including communication, functional academics, and motor and physical skills development.

B. Supported Employment Services

Coordinate supported employment services to persons with disabilities who need intensive ongoing support to perform in a work setting and for individuals who over time may become virtually independent in the job setting (the service is not limited to those with intellectual or developmental disabilities). Services include continued assessment of the life situations and the evolving and changing physical and emotional needs of the individual.

1. Evaluate consumer skills, aptitudes, and limitations to determine the appropriate employment support services, which may include customized employment, home based self-employment or employment in an integrated work setting. Identify opportunities for consumers to work for pay in regular employment, integrate with non-disabled persons who are not paid caregivers for the individual, and receive long-term support services to retain the employment.
2. Conduct job development and job search activities directed toward positions that are individualized to the interests and uniqueness of the consumers on the caseload following the principles and procedures of supported employment. This includes placement activities e.g., gathering information, employee assessments and job placement processes; job market analysis/job development activities including identifying and locating potential jobs; and job match/screening activities to establish job requirements and to match jobs to potential employees.
3. Conduct weekly employer contacts to learn about local businesses and employer needs, to talk about specific consumers who are looking for work, and/or to talk about employer services offered by the Supported Employment program.
4. Coordinate and provide job placement and training to develop the skills necessary to succeed in the particular paid job that the individual is hired to do and to meet the objectives of the PSP. Training occurs within the actual job environment and addresses naturally occurring demands and contingencies.
5. Conduct ongoing service assessment, support, and coordination to monitor the status of the job environment and the employee, and to provide intervention as needed to maintain job placement. This includes coordinating issues such as transportation of the consumer/employee and any equipment to and from the job site. Review support services no less than once quarterly, more frequently as needed or requested by the individual to ensure services and supports are facilitating successful employment outcomes consistent with the individual's goals.
6. Provide asset development and career advancement planning and support to provide guidance for employees in advanced situations where employee is mastering the job skills and can move forward toward promotion to new job duties and independence from job coach supports.
7. Provide education and support to employers as agreed upon with consumers, which may include negotiating job accommodations and follow-along contacts with the employer. With the consumer's permission, provide education and support to family members about work and gather input about skills, interests, strengths of the client and ideas for support.

8. Provide outreach services as necessary to clients when they appear to disengage from the service. Use a variety of methods to provide outreach.

C. Support Plans

Develop, implement, monitor and evaluate the employment/vocational component of Support Plans (SPs) to ensure they are meeting consumer needs, that consumers are progressing according to plan, and to provide documentation of services.

1. Collect and provide information for the development of the employment component of Personal Support Plans (Career Plan) and progress reports by completing assessment and information gathering with the consumer and/or employers. This includes documenting information regarding the individual's vocational strengths, abilities and needs, and the supports and services needed to address the individual's vocational priorities.
2. Assess consumer vocational functioning on an ongoing basis utilizing background information and work experiences. Complete employment profiles for each consumer with information from the client, team members, and with permission, family members or past employers. Update employment profiles with each new job experience.
3. Develop potential employment-related PSP actions for team consideration. Develop an individual employment plan with the consumer, Case Worker, other treatment team providers and update it quarterly. Follow PSP policy regarding timelines and disseminate required information including providing summaries to the Case Manager prior to PSP meeting.
4. Participate in PSP meetings to implement plans with the team and communicate individually with team members between meetings in order to coordinate and integrate vocational services with other PSP services and supports. Make suggestions to help the team think about employment for people who haven't yet been referred to supported employment services.
5. Through regular visits and contacts with the consumer, employers, and support providers, implement assigned responsibilities of the PSP including assigned outcomes and actions; and providing employment-focused instruction as identified in the PSP outcomes and actions.

D. Supported Employment Program Administration & Recordkeeping

Coordinate program administration duties and maintains confidential consumer files to ensure compliance with company policies, the State contract, and applicable laws and regulations.

1. Safeguard and maintain individual records to keep consumer files complete, confidential, and in order. This includes filing consumer documents in secure areas; adhering to the recommended organization of components of individual files; and obtaining and documenting Releases of Information agreements prior to sharing private consumer information with others (e.g., employers).
2. Attend in-services, conferences, workshops, and required agency meetings as appropriate.

3. Coordinate as necessary with other Family Outreach staff providing Supported Living/Employment Services.
4. Participate in review, revision, and/or addition to Family Outreach Policies and Procedures manual.
5. May participate in Family Outreach public relations activities including giving presentations and distributing information to foster cooperation with and support of Supported Employment Programs and to maintain outside agency contacts. Provides information about Family Outreach services at community events related to supported employment issues including developing materials, poster boards, PowerPoint presentations, and other materials for visual display.
6. Supervise Direct Support Providers by providing instructions and training, resolving problems, providing performance feedback, and documenting meetings and contacts with job coach. Manage job coach time for assigned individuals by developing schedules for coverage, reviewing time sheets and mileage sheets for accuracy, and ensuring services fit within individuals' budgets. Ensure job coaches adhere to established definitions of services and support.
7. Follow the Incident Reporting policy.

E. Other Duties as Assigned 5%

Perform a variety of other professional and administrative work as assigned by the supervisor. This includes coordinating special projects and events, attending training as required, and providing backup and coverage for other Family Outreach staff.

II. REPORTING REQUIREMENTS

The position is supervised by the Program Manager, and is responsible for using initiative and judgment to determine how to proceed with assignments and to determine the methods best suited to each task. The supervisor provides direction on operational issues and is available to provide technical assistance with problems that involve other organizations. Work is performed according to Policies and Procedures established by the Family Outreach Board of Directors and the State of Montana.

III. PERSONNEL MANAGEMENT

Supervise Job Coaches by providing input into selection and matching, providing instructions, resolving problems, providing performance feedback, scheduling, approving timesheets, and documenting meetings and contacts with Job Coaches.

IV. WORK RELATIONSHIPS/PERSONAL CONTACTS

The position involves contacts with consumers and their families, program staff, community resources and organizations, employers, job coaches and others to coordinate intake, make job referrals, implement and monitor PSPs, and provide outreach services. The position requires skill in communicating effectively verbally and in writing.

V. WORKING CONDITIONS

Work is performed in a normal office environment and in consumers' places of employment. The position may involve overtime and weekend work during peak workloads. The position involves

physical demands associated with travel by auto, working on a computer, communicating over the phone and in person, and light lifting and filing.

VI. KNOWLEDGE, SKILLS, AND ABILITIES

The position requires knowledge of the principles and practices of social services; developmental disability intervention; adult education and learning methods; community resources; supported employment; state and federal policies, legislation, rules and regulations; technical writing; recordkeeping methods and techniques; and Family Outreach service needs and operations.

The position requires skill in the operation of general office equipment including computers and typical business software applications, matching providers with consumers, public relations, accurately processing forms, and organizing and prioritizing work.

The position requires the ability to: work effectively for and with individuals with intellectual and behavioral differences; effectively support consumers in employment contexts; act independently and function as part of an overall team; keep accurate service delivery records; to complete basic arithmetic computations and perform tasks such as balancing a checkbook and recording expenditures; follow verbal and written instructions; work flexible hours, including evenings, weekends, overnights, and holidays; project a positive image of the agency; pay close attention to detail; research and assess consumer needs; design informational and educational materials, methods and learning activities; conduct training sessions; communicate effectively with community professionals; and complete work assignments without continual direction.

VII. QUALIFICATION REQUIREMENTS

The required Knowledge, Skills and Abilities are typically acquired through a combination of education and experience equivalent to a bachelor's degree and three (3) years related experience including service coordination or supported employment experience.

Individual with three (3) years of field related experience and a bachelor's degree in sociology, psychology, social work or business will be given preference over those with degrees in other fields. Applicants without a degree that have five (5) or more years of field experience may be considered for the position.

This position requires a valid MT driver's license or the ability to obtain a license within one month of hire, have access to a reliable vehicle, an acceptable driving record (ie: no convictions for DUI or reckless driving).

Candidates must also successfully complete a background check and criminal history review.

Family Outreach may conduct annual reviews of employee's driving records and criminal background checks.

All staff are required to report any changes in the status of either of these areas. *Failure to do so could result in disciplinary action up to and including termination of your employment.

These incidents are to be reported through your chain of command.

VIII. APPROVAL AND DATE

JOB DESCRIPTION ACKNOWLEDGEMENT

I HAVE REVIEWED THE POSITION PROFILE FOR A **SUPPORT EMPLOYMENT SPECIALIST (SES)** AND I ACKNOWLEDGE THAT I KNOW AND UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS AN EMPLOYEE OF FAMILY OUTREACH INC.

Signature

Date

Print Name, First & Last

Title

Copy of signed page to supervisor
Original to Admin for Personnel file