



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Nancy R. Grunick 12-27-12 Effective: 01/01/13
VP of Human Services Date

Approved: [Signature] 12-28-12
VP of Human Resources Date

MISSION:

Goodwill is in the business of helping people who are facing barriers, to get and keep jobs which provide purpose, pride and dignity. We believe the power of work changes lives.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

STRATEGIC VISION PRIORITIES:

- Increase donations and maximize their value in a cost efficient way.
- Increase the profit contribution of our businesses by improving their operational effectiveness.
- Increase our visibility in the community and raise greater awareness of Goodwill's mission.
- Increase and focus resources on services that that will help the most people with barriers get and keep jobs.

VALUES:

- Goodwill Brand
- Independence
- People Working & Learning Together
- Innovation & Growth
- Integrity
- Accountability
- Customer Satisfaction
- Environmental Responsibility

JOB TITLE: EMPLOYMENT SPECIALIST
(Nonexempt)

AREA: EMPLOYMENT WORKS

DEPARTMENT: EDUCATION, TRAINING & EMPLOYMENT SERVICES (ETES)

DIVISION: HUMAN SERVICES

PURPOSE OF POSITION:

The employment specialist carries out all phases of employment service, including intake, engagement, assessment, job placement, job coaching, and follow-along supports for program participants with persistent

mental illness, including those with co-occurring substance abuse disorders. The employment specialist will provide education and consulting to businesses regarding job placement, training, supervision, and support of program participants; conduct job placement activities leading to increased wages, self-sufficiency, and self-esteem and other meaningful outcomes expressed by the program participant. This position is responsible for assisting program participants in career development; helping ensure integrated employment outcomes; ensuring the quality of work at employer job sites; job coaching and follow along support; and for completing required program documentation.

SUPERVISION RECEIVED:

Reports directly to the Employment Works Program Manager.

SUPERVISION EXERCISED:

Provides direction to program participants referred by Health Care Agency to the Employment WORKS program.

DUTIES AND RESPONSIBILITIES:

1. Assumes a caseload of program participants ready for placement services as recommended by the Program Manager.
2. Enroll participants into program as necessary and composes effective individual program plans for each phase of supported employment, including enrollment, job development, and job retention.
3. Assists participants in accessing community resources to aid them in the implementation of their career goals (i.e., transportation, advocacy, affordable housing, etc.)
4. Assists participants with job leads discovery, completing and submitting job applications, and employer follow-up advocacy to secure interviews for job placement.
5. Analyzes employment trends; performs ongoing prospecting of community job market to identify employment opportunities for participants.
6. Facilitates meeting with participants, Health Care Agency, family, and other professionals to develop career plans which reflect the participant's interests, preferences, and choices.
7. Coordinates services with other staff involved with the participants.
8. Provides disability awareness training for employers and their employees.
9. Maintains information pertaining to jobs that are available and the prerequisites for those jobs.
10. Sets up job interviews and accompanies participants to these interviews.
11. Coordinates job placement services with One Stop Centers and networks with other community employment providers.

12. Attends local organizations' meetings related to placement and job development.
13. Makes public speaking presentations to companies and organizations expressing interest in hiring disabled workers.
14. Maintains clear, standardized records of participants served, types of service, and results of all placement activity. Stays in contact with program participant's Care Coordinator and provides ongoing updates.
15. Follows up with participants weekly, once they are placed in a job.
16. Coordinates unlimited on-site or off-site job coaching support as necessary.
17. Provides career counseling as well as interventions for participants to enhance job performance and relationships with job site customers and employees.
18. Maintains excellent communication with job site managers, supervisors, and employees to support positive outcomes and to resolve participant performance problems or other issues.
19. Maximizes participant's productivity, completion of work assignments, and quality outcomes by modeling appropriate behavior and rendering support with job tasks.
20. Regularly meets with Program Manager to discuss participant's progress and any training concerns.
21. Completes all necessary paperwork including, but not limited to, monthly statistics, progress reports, and updating program plans.
22. Communicates with referring agencies, care providers, parents, and counselors as appropriate regarding any issues that may affect a participant's employment.
23. Becomes familiar with the needs and limitations of assigned participants to ensure appropriate accommodations and effective participant supervision.
24. Notifies Program Manager immediately of any problems with program participants or employers to resolve issues in a timely manner.
25. Assists employers in identifying, setting up, and facilitating jobs for participants.
26. Promotes natural job support and facilitates social integration between participants and other employees in collaboration with job site's supervisors/managers.
27. Oversees career development support to improve job skills, wages, and productivity of participants served at the business site.
28. Works with leads, supervisors, and site managers to prepare daily/weekly scheduled job duties to ensure participants' compliance with program or federal contract requirements.

29. Emphasizes a strong work ethic and appropriate performance in competitive employment.
30. Attends staff meetings as scheduled.
31. Drives on company business as required.
32. Works overtime as required.
33. Performs other job related duties as required.
34. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
35. Acts safely at all times, following all safety rules and regulations.
36. Follows all company policies and procedures.
37. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
38. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
39. Works with, trains, and/or acts as a good example for program participants receiving training at Goodwill.

MINIMUM JOB REQUIREMENTS:

1. Bachelor's degree in human services or related field preferred, or equivalent work experience.
2. Two years relevant experience working with a variety of people with many different disabilities; experience with program participants with mental illness preferred.
3. Excellent interpersonal and communication skills.
4. Effective grammar, English, and writing skills.
5. PC Proficiency in MS Office.
6. Reliable transportation, a valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

OTHER REQUIREMENTS:

Ability to maintain confidential information.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Goodwill of Orange County

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Various office supplies and equipment including: telephone, fax machine, computer, printer, copy machine, file cabinets, papers/forms, calendar, pens/pencils, ruler, scissors, etc.

PHYSICAL REQUIREMENTS: (See Attached)

PHYSICAL DEMANDS :

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing		X		
2. Bending		X		
3. Carrying		X		
4. Climbing		X		
5. Crawling		X		
6. Crouching		X		
7. Feeling		X		
8. Fingering/Fine Dexterity		X		
9. Flexing Wrist		X		
10. Grasping/Squeezing		X		
11. Handling/Gross Dexterity		X		
12. Hearing			X	
13. Kneeling		X		
14. Lifting		X		
15. Pulling		X		
16. Pushing		X		
17. Reaching – Above Shoulder		X		
18. Reaching – Shoulder & Below		X		
19. Reclining	X			
20. Sitting			X	
21. Standing		X		
22. Stooping	X			
23. Talking				X
24. Tasting/Smelling	X			
25. Throwing		X		
26. Turning Body		X		
27. Twisting Body		X		
28. Walking		X		
29. Near Vision		X		
30. Midrange Vision		X		
31. Far Vision		X		
32. Depth Perception		X		
33. Visual Accommodation	X			
34. Color Vision	X			
35. Field of Vision/Peripheral		X		

LIFTING AND CARRYING DEMANDS:

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	SEDENTARY Class 1 (Administrative)	10 Pounds	Negligible	Negligible
X	LIGHT Class 2 (Clerical & Light Work Activity)	20 Pounds	10 Pounds and/or Walk/Stand/ Push/Pull of Arm/Leg Controls	Negligible and/or Push/Pull of Arm/Leg Controls while seated
	MEDIUM (Moderate Physical Activity)	50 Pounds	20 Pounds	10 Pounds
	HEAVY (Heavy Physical Labor)	100 Pounds	50 Pounds	20 Pounds

ENVIRONMENTAL CONDITIONS:

	NOT REQ'D. NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors			X	
Outdoors				X
Dust	X			
Electric Shock	X			
Explosive	X			
Exposure to Weather	X			
Extreme Cold	X			
Extreme Heat	X			
Fumes/Gases	X			
High Exposed Places	X			
Loud Noises	X			
Mist	X			
Moving Mechanical Parts	X			
Odors	X			
Poor Ventilation	X			
Radiant Energy	X			
Toxic/Caustic Chemicals	X			
Vibration	X			
Wet/Humidity	X			

NAME:

SIGNATURE:

DATE: