**NEW HOPE SERVICES, INC**

**EMPLOYMENT SERVICES SUPERVISOR**

### JOB DESCRIPTION

# Employee Name:

# Job Title: Employment Services Supervisor

# Department: Ability Services

**Reports To:** Employment Services Manager

**FLSA Status:** Full-Time/Exempt

**Job Grade:** Grade 11

**Prepared Date:** 01/28/2020

**Approved By:** VP/Director of Human Resources, Jen Colson

**Revision Date**: 12/01/2022

# ESSENTIAL DUTIES:

* Assist in the responsibility for supervision of Career Coaches including service delivery, hiring, training, performance monitoring and evaluation
* Assure that all program employees are adequately trained and qualified to provide efficient and effective services
* Schedule and supervise employment services staff in a manner that results in efficient delivery of services and that meets consumer needs
* Maintain client files with current documentations according to New Hope, FSSA, CARF, DDRS, and Medicaid standards, and oversee, the recording and compilation of monthly billing and documentation
* Coordinate meetings and conduct meetings/conferences for clients and coordinate referrals when needed for specific services
* Be accessible, flexible, and cooperative to the various customer groups, and their needs
* Provide all services in compliance with applicable program regulations and best practices as in accordance with all applicable laws and CARF, BDS, DDRS
* Assist in the establishment and implementation of individual goals and objectives
* Coordinate and attend meetings and conferences for consumers and New Hope
* Provide accurate and daily written documentation in a timely manner that addresses all program requirements
* Attend all meetings/staffing to include training, development, and in-services
* Maintain communication with Manager
* Ensure that all individual billing and related documentation is submitted to management per program expectations
* Assure that all services meet quality standards as outlined by the Manager
* Be willing to respond, when off duty, for emergency needs of clients and staff
* Must have access to the internet to maintain communication and submit needed documentation electronically

# GENERAL DUTIES:

* Assist staff when needed to ensure efficient operation of New Hope Services, Inc., Ability Services
* Serve on Committees needed to ensure the efficient operation of New Hope Services, Inc., Ability Services
* Be thoroughly familiar with and review at least annually, the Employee Handbook
* Participate in training requested and offered by Department and New Hope Services, Inc., Ability Services
* Maintain confidentiality regarding all clients, personnel, and financial matters of New Hope Services
* Contribute to the team effort to accomplish goals/mission of New Hope Services, Inc
* Perform tasks as requested and held directly responsible to the Manager
* Responsible for familiarity and compliance with standards, policies and procedures as outlined by state, federal, CARF and New Hope Services
* Serves as a positive role model, exhibits high ethical standards, and promotes the mission and values of NHS

# QUALIFICATIONS:

* Must possess a valid state driver’s license, proof of insurance coverage per company policy, and have a vehicle that is reliable for transportation of consumers
* Annual negative TB test or chest x-ray, CPI, CPR, First Aid, and Universal Precautions Certifications
* Ability to maintain professional presentation and to work effectively with staff
* Understand and maintain a high level of confidentiality of staff and clients
* Good communication and problem-solving skills
* Must be available to work a flexible schedule based on client need
* Must be able to assist with coverage of caseloads when consultants are unavailable
* Knowledge of Employment Services programs as well as applicable regulations governing these programs
* Excellent organizational skills
* Respectful, friendly attitude toward people is required

**EDUCATION/YEARS OF EXPERIENCE**:

* High School Diploma required. Associate’s degree in a social service area preferred
* 1 – 2 years of experience working with people with disabilities preferred

# PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch; talk or hear. The employee must occasionally lift and assist a consumer consistently (e.g. bathroom, floor) and be able to lift 50-100 lbs. Specific vision abilities required by the job include close vision and distance vision.
* Ability to work in a workshop/worksite environment.

**ACCESS AUTHORITY FOR PROTECTED HEALTH INFORMATION (PHI)**

This position has full access to Client PHI, subject to minimum necessary and need to know, in addition to limited access to Employee PHI, subject to minimum necessary and need to know, as needed to perform administrative functions.

**EQUAL EMPLOYMENT OPPORTUNITY:**

NHS will provide equal employment opportunity without regard to race, color, sex, age, disability, religion, national origin, marital status, sexual orientation, gender identity, ancestry, political belief or activity, or status as a veteran.

The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

It is the policy of NHS to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). NHS will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Human Resources Department and request such an accommodation.  NHS will make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

## **Disclaimer**

This job description is not all-inclusive. The Manager may add other duties and responsibilities as necessary.

I have received a copy of the above description of my current position. I have read and reviewed the duties and responsibilities of which I am responsible, and am aware of the physical and minimum requirements of this position. I understand that I am accountable for the duties and responsibilities as described. I agree to maintain confidentiality regarding all personnel and financial matters of the organization. I agree to contribute to the team effort of accomplishing the Mission Statements of NHS. I understand that this document does not create an employment contract and that I am employed by New Hope Services, Inc. on an “at will basis.”

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Employee Signature Date