



**JOB TITLE:** Abilities First Employment Services Manager  
**FLSA STATUS:** Exempt  
**SALARY RANGE:** \$44,283 - \$61,996  
**REPORTS TO:** Director of Vocational Services

### **PRIMARY PURPOSE OF JOB**

This position is responsible for the day-to-day operations of Abilities First Employment Services (AFES). This includes the supervision of all AFES staff and the provision of services through the Missouri Department of Vocational Rehabilitation (VR) or other funders. Responsible for cultivating and maintaining excellent relationships with local and statewide VR staff and other stakeholders. This position is responsible for ensuring that AFES educates potential employers on the benefits of inclusive employment and provides training to ensure positive work experiences for both employees and employers. This position requires experience in customer service, as well as the ability to meet contractual timelines and develop new employers.

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

### **ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS**

- Ensure that all AFES staff understand, implement, and teach the service delivery model consistent with developing jobs that reflect the concept of building relationships and educating both employees and the employers in sustainable inclusive practices and principles.
- Management of the Abilities First Community Rehabilitation Program (CRP) contract with Vocational Rehabilitation, to include but not limited to:
  - Meeting all timelines for Intake, Discovery and Exploration, Job Development, Job Placement, and Job Coaching.
  - Ensuring all AFES employees have completed all required Abilities First (AF) and VR training.
  - Ensuring all VR and AF documentation is submitted on time.
  - Ensuring the Abilities First CRP has a wide variety of employers available for Community Based Assessments and job placements.
  - Ensuring all VR or other billing is completed on a timely basis.
- Provide direct supervision for all AFES employees including but not limited to:
  - Employment Specialists, including weekly team meetings and weekly individual meetings with each person, continuous growth in knowledge and understanding of developing inclusive practices in the workplace.

- Job Coaches, including ensuring all training is completed and current, continuous growth in knowledge and understanding of developing inclusive practices in the workplace.
  - AFES Administrative Assistant, including at least weekly meetings.
- Create and manage the Job Coach schedule.
  - Responsible for approving differential pay hours for job coaches when they are asked to cover shifts with less than 72 hours advanced notice.
  - Work with AFES Admin Assistant to manage the VR Client Log, ensuring that all timelines for services provided are met.
  - Maintain scorecard data with focus on program growth and financial stability for AFES and submit on time as required.
  - Work with Local employers interested in collaborating on developing this labor pool directly aligned to their skill and training needs.
  - Provide training and education on inclusion and inclusive employment practices to local employers and businesses.
  - Ensure that all AFES training, processes and procedures remain current and reflect best practice including any contractual or regulatory changes.
  - Attend meetings and collaborate with Vocational Rehabilitation, Missouri Career Center, MSU, OTC, OACAC and other community partners to identify common vocational needs and implement strategies to work in partnership to meet the needs identified.
  - Carry out Job Development duties as required to recruit employers for both apprenticeship and supported employment/employment supports opportunities.
  - Ensure AFES employees understand and implement Abilities First's Core Values, mission, and Roadmap for Inclusion.
  - Adhere to and promote Abilities First policies and procedures and participate in facility quality improvement and safety programs.
  - Ensure that all requirements for CARF accreditation of community programs of Abilities First are met or exceeded.
  - Provide other duties as required and attend meetings on an as needed basis and provide feedback as appropriate.
  - Work with Human Resources to ensure that all personnel processes are being followed correctly through the hiring, evaluating, plan of correction, and termination processes.
  - Maintain system of communication and constant feedback with management staff at Abilities First and develop necessary training from data indicating any deficiency in Best Practice.
  - Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly.
  - Light lifting required.
  - 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 have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 15 mbps* in order to work remotely from home with provided laptop and office equipment.
- Must be able to drive locally for work-related assignments.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.
- Perform other related work as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Presentation skills.
- Ability to communicate effectively orally and in writing.
- Ability to establish effective working relationships with co-workers and the public.
- Ability to bend, sit, stand, and stoop.
- Demonstrate 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.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.
- 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.

## **EXPERIENCE AND EDUCATION**

- Bachelor’s Degree in Social Services or Business field required, experience in case management or employment services strongly preferred.
- Leadership and supervisory experience strongly preferred.

## PHYSICAL CONTEXT AND WORK 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.*

Physical Requirements				
Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<ul style="list-style-type: none"> <li>The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.</li> <li>Works in an office environment with the option for some remote work.</li> <li>Abilities First offers a flexible schedule and relaxed environment.</li> </ul>				
<b>Seeing:</b> Must be able to see to read documents/reports and focus on computer for an extended period.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with coworkers and general public.				X
<b>Sitting:</b> Must be able to sit for long periods of time.				X
<b>Standing/Walking:</b> Must be able to move about the work area.	X			
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 20 pounds with or without reasonable assistance.	X			
<b>Driving:</b> Must be able to drive locally for work-related assignments.	X			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				X

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Employee Signature

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Date

Created: 08/25/2021; 07/14/2022