

Sacramento Self Help Housing

Job

Description

Employee's Name:

Job Title: Employment Specialist
Department: Permanent Supported Housing
Reports To: PSH Director
FLSA Status: Non-Exempt
Prepared By: HR toGO
Prepared Date: December 2020

Summary: The Employment Services Specialist will provide services to a wide variety of clients and be sensitive to the barriers that our clients face. They will assist clients to choose, get and keep jobs while working with the rest of the housing team to minimize the effects homelessness may present to our clients. The primary focus will be to support clients in seeking employment in the community and all preparation and supportive services associated with his activity. The Employment Specialist will work closely with all interested clients to motivate them while assisting them in identifying and developing their basic work skills. The Employment Specialist will play a critical role in establishing a culture that promotes optimism, effort, and innovation in the pursuit of clients obtaining competitive employment and more productive lives.

Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Recruits, and maintains a caseload of up to 25 clients
- Provide employment and advocacy services
- Help Clients identify and develop their basic work skills needed in today's workplace
- Monitor employment opportunities on various community resources (e.g. community employment websites, local employers HR announcements)
- Consult with Case Managers, housing staff, and other teams regarding the effects of employment services efforts
- Complete documentation according to agency standards
- Collaborate with identified allied agencies in developing employment plans and providing reports in a timely fashion

- Develop ways to reach out and engage clients and staff in promoting employment services
- Develop relationships and be accessible to clients throughout the agency to encourage participation and employment
- Develop services relevant to the vocational needs of clients
- Confirms progress report on each participant every 3 months to track client progress.
- Coordinate career counseling, resume writing, job readiness training, development of interview skills and other activities related to employment of clients
- Comprehends and adheres to ethical standards and confidentiality laws.
- Establishes and maintains positive relations with the public, funding agencies, participants, and other staff.
- Participates in SSHH in-service and outside training as directed.
- Performs other related duties as required to support the mission of the organization and the program.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Supervisory Responsibilities: None

Measures of Performance: The Employment Specialist shall be performing in an acceptable manner when the following have been accomplished:

1. *Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. Anticipates possible problems and develops contingency plans; Anticipates the consequences of situations and information and plans; accordingly, anticipates how individuals and groups will react to situation and information and plans accordingly.
2. *Teamwork* – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
3. *Managing People* – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves

processes, products and services.; Continually works to improve supervisory skills.

4. *Leadership* – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
5. *Communication* - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words in oral speech; Organizes ideas clearly in oral speech; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
6. *Judgment* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
7. *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
8. *Personal Credibility* - Does what he/she commits to doing; Respects the confidentiality or information or concerns shared by others; Is honest and forthright with people; Carries his/her fair share of the workload.
9. *Safety and Security* - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
10. *Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Two years of supervisory experience and a Bachelor's degree (B.A.) in Social Work or related field from four year college or university; or at least two years related experience, and/or training; or equivalent combination of education and experience. Requires general knowledge of issues of homeless, vocational services, social service, and Case Management.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of customers or employees of the organization. Assertive, out-going, comfortable making cold calls and making presentations to potential employers on behalf of our clients and program

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Other Skills and Abilities: Ability to work with individuals from diverse backgrounds. Ability to work independently and as part of a team. Aptitude to prepare clear and concise reports. This position requires the ability to communicate and comprehend oral and written information in English, think critically, analyze information, and make reasonable decisions. Bi-lingual in Spanish is a plus.

Physical and Emotional Demands: 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. The inability to cope with a stressful work environment does not constitute a protected disability. While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 15 pounds. Extensive local travel and reliable transportation is required. Specific vision abilities required by

this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The noise level in the work environment is usually noisy.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state):

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I do not require an accommodation to perform the essential functions of this job as indicated in this job description.

I require an accommodation to perform the essential function of this job as indicated on this job description. The accommodation I require is:

I certify that I am fully capable of completing all the responsibilities documented herein and I do not have a physical or mental disability that would jeopardize the health and or safety of my coworkers.

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee's Signature

Date

Supervisor's Signature

Date