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Job Title: Employment Services Manager

The vision and goal of Community Inclusions Ltd. is to support the person with an intellectual disability in important life experiences including the following: Have a physical presence in the community; Being involved with community activities/groups; Having personal relationships and friends; Learning and developing skills and abilities; Making decisions – taking control; and being respected – having a good reputation.

POSITION:

- 37.5 Hours/wk as outlined in the Management Manual
- Salary as outlined in the Management Manual

Job Overview:

The Employment Services Manager is a collaborative and experienced professional who will provide leadership and management to the employment vocational program. The Employment Services Manager is responsible for overseeing the delivery of a broad range of programs for our clients by providing leadership, direction, and support to the Employment counsellor assistant and front-line staff.

As an organization, we are responsible for ensuring that the clients' physical, emotional, social, vocational and health needs are being met. The Employment Services Manager is responsible for ensuring that the clients we serve are provided the opportunity to exercise their right to be as independent as possible and are empowered through supports provided by Community Inclusions Ltd.

This position is responsible for overseeing care plans, ensuring implementation of them, monitoring their effectiveness, and providing support for employees, clients, and their families to ensure their success.

ACCOUNTABILITY

Reports to: Executive Director, Community inclusions Ltd.

Works with: Executive Director, HR Coordinator, Office Manager, Community Service Manager, Residential Coordinator, and other Agency staff.

Liaises with: Department of Social Development and Housing; AccessAbility Supports; other Agencies/services, Associate/Families of Clients, and the public, Skills PEI

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Supervises: Employment Counsellor Assistant; Community Support Workers; employment program clientele.

DUTIES:

- Research, plan, develop, implement, and evaluate standard programs and services that reflect the needs of Community Inclusions clients, staff, and the organization.
- Manage the following services including but are not limited to:
 - Case management plans implementation and reporting
 - Individual community involvement & integration
 - Health/nutrition involvement
 - Individual finances
 - Vocational programs.
- Provide leadership to staff who work with adults with developmental disabilities, diagnosis of mental health issues, challenging behavior, medical needs.
- Regularly connect with parents, caregivers, social workers, and healthcare professionals
- Develop and implement risk management and crisis management plans to ensure the safety of clients under the organization's care.
- Ensure that site staff understand and effectively implement programs and service that meet delivery standards.
- Prepare monthly, quarterly and annual reports for internal and external reporting purposes. Ensures activities and services are carried out within budgetary guidelines.
- Operate One Client Service Model (OCSM)
- Create Return to work service plan
- Add interventions
- Input quarterly reports
- Job search and resume development
- Conduct job asks analysis and employment maintenance
- Other duties as required.

ADMINISTRATION and COMMUNICATIONS:

- Monitor the performance and work of direct reports by providing regular supportive feedback and implementing an atmosphere of accountability.
- Provide effective ongoing internal communication strategies through a variety of approaches such as walk-arounds, team meetings, emails, etc.
- Create lesson plans to build life and employability skills
- Quarterly stats to the province
- Mileage claims
- Payroll / Training allowance; scheduling; balancing time and records of leave for Employment staff.
- Create Service plans
- Customer Billing
- AccessAbility billing
- Booking tours/guest speakers

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- Applying for grants
- Assist employers with applications and job descriptions

HEALTH AND SAFETY:

- Support compliance with Occupational Health and Safety and other recommendations developed by the Occupational Health and Safety Committee (OHSC).
- Ensure that all reporting employees adhere to company policies and procedures related to Health and Safety and that safe work practices within the work environment are properly implemented.
- Ability to maintain client records and write reports, using information technology resources.
- Knowledge of relevant legislation, services, and resources.
- Must be responsible, flexible, must be willing to travel locally and possess good decision-making, time management and communication skills.
- Group leadership skills, including an understanding of group dynamics.
- Demonstrated organizational, staff and program management abilities.
- Provide a satisfactory Criminal Record Check, Vulnerable Sector Check, and Drivers Abstract.
- CPR and First Aid Certifications considered a strong asset.

PROFESSIONAL CONDUCT:

- Act as a primary role model for staff/clientele, providing coaching, supervision, structure, guidance, feedback, and training.
- Involvement with the Associate Family Program
- Collaborate/consult with the Residential Coordinator, Human Resources and Executive on complex labour relations issues, as applicable.
- Mediate workplace complaints, allegations, conflicts and provide necessary supports to internal investigations, as may be required.
- Demonstrate a commitment to professionalism and diligence in the performance of duties.
- Shall not engage in any illegal or unethical conduct, or any activity which would constitute a conflict of interest.
- Shall, always, exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is reasonable expectation that the assignment will be completed with professional competence.
- Shall not reveal any confidential information obtained during a professional engagement without proper authorization.
- Shall continually strive to increase the competence and effectiveness of professional services performed under his or her direction.

QUALIFICATIONS:

- Degree in related social services field and/or a diploma in Human services field combined with extensive related continuing education in Management and Administrative.
- A minimum of 2 years in a Supervisory role, preferably in the field of Human services.
- Experience working with AccessAbility Funding considered a strong asset.
- Experience understanding budgets and preparing regular reports.
- Experience supporting adults with disabilities, mental health, challenging behaviour, medical needs, and personal care is a strong asset.

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- Ability to encourage client participation and empowerment.

PROFESSIONAL QUALIFICATIONS:

- Group leadership skills, including an understanding of group dynamics.
- Demonstrated organizational, staff and program management abilities.
- An understanding of human behavior, relationships, and working with vulnerable populations.
- Ability to encourage client participation and empowerment.
- Must be responsible, flexible, must be willing to travel locally and possess good decision-making, time management and communication skills.

PAY SCALE: \$ to \$

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Acknowledgement of receipt by Employee

I have read, I understand, and I agree with this job description. I also recognize that the job description can be changed at any time, by management, according to the needs of the business. I also understand that the employer can request a new signature, following modification of my job description.

Employee Signature: _____ Date: _____

Employer's Signature: _____ Date: _____

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