



Approved by: BZW

Supervisor Review by: TB

Approval Date: 9-30-17

Review Date: 8/24/17

Job Title: Support Specialist - Employment

Status of Employment: Non-exempt/Hourly

Department/Location: Employment Services

Reports To: Director of Services

Position Summary: Work with team members in tandem to ensure customers are able to meet and overcome barriers to specified goals. Position will assist in facilitating case-related activities including but not limited to: transport customers to and from work or appointments, meet with various referral resources in the community, support service shopping, and activities geared toward socialization.

General Purpose: Customer assistance, case management, development of customer relationships in the community.

Position Responsibilities:

- Assist customers to achieve personal goals; advocate for customer's rights
- Provide care & assistance to promote overall well-being of customers
- Transport customers to appointments or activities as determined by service plan
- Assist customers with gathering of documentation and delivery of required applications to appropriate offices, e.g. county social services
- Serve as a role model & coach to assist customers in developing appropriate life skills
- Conduct home and site visits, as directed
- Work collaboratively with team members to ensure customers' needs are met
- Assist with customer and/or office duties when team members are absent
- Complete documentation requirements daily or as directed by company policies and procedures
- Know, understand, implement, and adhere to all Community Options, Inc. policies and procedures
- Related duties as assigned to include, but not limited to, job responsibilities identified for other team member positions, as directed

Essential Skills and Experience:

- High school diploma or equivalent
- Work experience in human services, business or customer service preferred
- Proficient computer skills including knowledge of Microsoft Office 365
- Valid driver's license, acceptable driving record, reliable transportation, and proof of insurance for the vehicle subject to the statute of the licensing state will be required based on assigned job duties

Other Skills and Experience:

- Team player and knowledge of community resources
- Strong communication and networking skills
- Maintain a professional manner at all times with customers & in the community when representing



the company

Reporting to this position: None

Physical Demands and Work Environment: 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 qualified individuals with disabilities to perform the essential functions.

- Physical demands: While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must occasionally lift and/or move objects weighing up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work environment: While performing the duties of this job, the employee will be in an office or community setting. Assigned work shifts will vary depending on the customers' or company needs; employee must be flexible to work mornings, afternoons, evenings, overnights, holidays, and weekends at one or more locations as determined by the customers.

Acknowledgement and Sign-off: The statements above are intended to describe the general nature and level of work performed by individuals assigned to this position. The job description is not an exhaustive list of the knowledge, skills and abilities required for the position. All employees may be required to perform duties outside of the normal responsibilities as needed. The employee is expected to adhere to all company policies and to act as a role model in the adherence to those policies. Failure to adhere to company policies and the job description may result in disciplinary action, up to and including termination. The job description may be changed at any time, with or without advance notice to the incumbent employee.

I have read and understand this explanation and job description.

Name (Print): _____

Signature: _____ **Date:** _____

Replaces Position: Employment Specialist I, II and III