

Job Description

Job Title:	LaunchAbility Career Development Senior Consultant
Salary Range:	Min. \$36,000/yr. Mid. \$43,000/yr. Max. \$52,000/yr.
Department:	LaunchAbility Career Services
Reports to:	Career Services Manager

Position Summary:

Reporting to the LaunchAbility Career Services Manager (CSM), the LaunchAbility Senior Consultant will be responsible for the successful implementation of all the LaunchAbility Career Services Program components, day to day oversight of LaunchAbility staff, and assist with expansion of programming.

Essential Functions:

Staff

- Conducts Supported Employment team hiring with the support of CSM, orientation and training of new staff to the Supported Employment program.
- Manages staff certifications and plans and assigns necessary trainings for the growth of the program.
- Coaches and mentors staff by providing ongoing training, conducting annual performance reviews and staff development. Sets annual training plan each fiscal year in line with budget. Supports team in developing, implementing and monitoring daily processes and procedures, empowering the team to be independent and accountable.
- Monitors the data base to be sure all clients and account information is updated accurately and timely.
- Holds Employment Consultants accountable to daily, weekly and yearly performance goals through establishing a time management and progress tracking system.
- Lead Job Development meetings to provide updates and implement new strategies.

Fiscal

- Knowledgeable of all agreements and contracts with funding sources. Facilitates funding of individual consumers.
- Develops and maintains relationships with representatives from funding sources.
- In coordination with accounting, develops and is accountable for billing timing metrics and goals including tracking expiring service authorizations, communication with Texas Workforce Commissions (TWC), and resolve payment discrepancies.
- Facilitate a productive working relationship with all stakeholders.
- Works with CSM on development of annual budget for the department, and accountable for fiscal goals.



- Tracks program data and metrics for quality control and provides information to CSM and Resource Development team for grant applications and reporting.
- With the support of the CSM, sets and is responsible for annual placement goals for the department.

Program/Stakeholder Management:

- Ensures program records are accurately maintained and services are in compliance as required for funding sources.
- Manages job development pipeline through monitoring and addressing the candidate pool, Job Placement referrals, and Job Development teams's caseloads. Ensures process is efficient and sets performance goals for the placement stage of the Supported Employment and Job Placement process. Once a client is placed ensure a smooth hand off to the Client Services team.
- Oversees and supports Employment Consultants on the Job Development team.
- Attend TWC Individualized Plan for Employment meetings for Job Placement and Supported Employment customers.
- Monitors satisfaction of various stakeholders and ensures resolution of concerns.
- Report job development progress to TWC on a monthly and on an as requested basis.
- Schedule and implement Meet and Greet and other client discovery meetings to enable person centered and customized job development best practices.
- Provides direct service to consumers at any phase of process as needed and appropriate.
- Coordinates service and goals with other program departments under the direction of the CSM.

Community Outreach:

- Assist CSM in marketing program to businesses, business service groups, school districts, community organizations, and service agencies including TWC and Waiver Providers.
- Maintains current knowledge of community resources and actively participates in organizations with common vision that positively influences My Possibilities.
- Participates in transition fairs, networking events, and promotional activities to market program to potential clients/families, stakeholders, and employers.
- Must adhere to all confidentiality guidelines of our HIPsters, program participants, and their families.
- As a role model, mentor, and representative to our HIPsters and program participants, always strive to maintain professional demeanor.
- Create/Improve upon, implement, track and analyze data, present findings, and improve customer services through community business partner satisfaction surveys.
- Oversee corporate Diversity and Inclusion Projects in collaboration with Career Services leadership team and Manager.
- Complete additional tasks as assigned by direct supervisor.

Competencies (Knowledge, skills and abilities):

- Proficient in using technology as a management reporting tool.
- Proven ability in working with a collaborative, constructive peer group.



- Strength in managing, developing, and coaching others.
- Possess excellent verbal and written communication skills (sign language a plus)
- Exceptional attention to detail,
- Salesforce and Rediker knowledge a plus

Minimum qualifications:

Education:

- Bachelor's degree in Education or Human Services field preferred.

Experience:

- 2-4 years teaching/job coaching experience.
- Experience writing grants preferred.

Specific Skills:

- Certifications through TWC for providing Supported Employment Services

Specialized Knowledge, Licenses, etc.:

- Current driver's license, acceptable driving record and valid car insurance required.
- Must be able to clear a background check with no related offenses jeopardizing the integrity of our program.
- Daily availability of personal vehicle or alternate method of transportation sufficient to meet the daily transportation requirements of the position is a condition of employment.
- Knowledge of State, County and other related contractual standards relevant to the employee's position; Issues related to disabilities; Americans with Disabilities Act (ADA); applicable community resources such as TWC, employment standards, fair hiring practices and labor laws, Social Security(SSA) Work Incentive programs, effect of work on SSA benefits

Success factors:

- Personal qualities of integrity, credibility, and a commitment to and a passion for My Possibilities' mission.
- Commitment to being successful in developing and evaluating the MPU program model.

Supervisory responsibilities:

- This position will be responsible for overseeing all staff who are in the MP Vocational Programs which may include: Instructors, Job Coaches, and Supported Employment Specialists



Working conditions:

Currently this position works in a shared office environment. This position may also require travel throughout the day to various work and/or training sites.