



# JOB NOTICE

**Date Posted:** September 10, 2020

**Date closed:** September 21, 2020 or until filled

**APPLICATION PROCEDURES:** Send letters of intent and resume, preferably with completed application to: HR Box-SCoach, COMPASS Family and Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

**Department:** Workforce Development

**Title:** Success Coach Advisor

**Salary \$:** Full-time; 40 hours per week position includes a competitive salary and benefits package.

**Shift:** Day turn mostly; Monday through Friday, but will include evenings and weekends based on client need,

## **General Duties:**

1. Provides information and referral services to employees affiliated with the Employer Resource Network (ERN). The affiliated ERN member employers are providers of services to persons with developmental disabilities. The work involves interviewing employees of the ERN to assess and identify problems, determining the level of assistance needed, and referring employees to the appropriate agency or other follow-up service.
2. Coordinates and develops systems and services for employees in accessing tools, training, or services needed to overcome barriers to employment in order to increase retention rates.
3. Coordinates and develops an employee assistance plan after conducting an oral needs assessment and interview, and verifies subsequent eligibility documentation.
4. Works in conjunction with ERN affiliated employer human resources, supervision and management of supported organizations to help identify employees in conflict.
5. Serves as consultant to providers on personnel administration matters involving program participants.
6. Facilitates and assesses appropriateness of training/educational services for ERN employees.

7. Creates and updates computer database employer files by recording each contact made with employees and maintains records required for follow-up.
8. Navigates social services available to employees of ERN member employers and provides information on how to obtain services.
9. Designs and implements services with ERN employees as required by assessed and documented needs and plans.
10. Assists ERN employees in completing applications for social services when needed.
11. Links ERN employees to emergency assistance and crisis intervention to employees when necessary. Maintains and manages regular contact with ERN member employers to reinforce and monitor work progress and to ensure quality / coordinated and timely service delivery to ERN employees.
12. Establishes, nurtures and maintains appropriate linkages to internal and external employee resources. Strategically develops and implements ERN program implementation practices and procedures.
13. Maintains confidentiality in the case of specific employees or potential employees in accordance with all applicable laws.
14. Collaborates with community resources such as local governments, non-profits, and private agencies to identify services and programs available to assist providers.
15. Provides program updates and produces reports for the ERN employers. Participates and upholds the values and processes devoted to continuous quality improvement in all ERN activities.
16. Monitors activities to ensure compliance with all applicable rules, regulations, laws, policies/procedures, and collective bargaining agreements.
17. Attends meetings, trainings, and professional development opportunities as required. Performs other related duties as required.

## **QUALIFICATIONS FOR JOB**

**Education/Experience:** Bachelor's degree in Human Services, Social Services, Human Resources or related field is preferred. Demonstrated experience in conducting assessments, gathering and analyzing data, writing reports, and working with the public or involving community relations with Providers of developmental disability services. Experience in mentoring/directing employees. Experience in making referrals to community resources preferred

**Technology:** Proficient computer skills in Microsoft Word, Excel, Outlook and Google. Experience working with data based software. Internet skills to research available job positions. Familiarity with holding meetings via virtual platforms such as Google Meet, Zoom, Teams, etc.

**Miscellaneous requirements:** Criminal background check; Pre-employment drug screen; TB test; First Aid/CPR, and valid driver license and own transportation. Must meet COMPASS automobile liability

insurance carrier guidelines to be insurable under the COMPASS policy. **Note:** COMPASS clients should be transported using a COMPASS vehicle, if a COMPASS vehicle is not available then the staff member is responsible to verify that they maintain adequate coverage through their personal carrier. If a COMPASS vehicle is not available, then the staff member is responsible to verify that they maintain coverage through their personal carrier for business related travel, including the transporting of clients, and must provide proof of coverage to COMPASS prior to transporting any COMPASS clients.

**Interpersonal/ Human Relations Skills:**

- Work with limited supervision.
- Ability to make independent sound judgments in dealing with a variety of situations and be self-driven.
- Ability to establish and maintain harmonious relationships. Demonstrated ability to track progress and maintain employee contact.
- Ability to communicate effectively (oral and written) with staff, employees, management, referral sources, public, etc. Ability to write accurate and concise reports.
- Ability to work with and be sensitive to people from diverse backgrounds. Ability to comply with policies and procedures at various employer locations. Knowledge of research principles for gathering, analyzing, and reporting data. Knowledge of social work or related principles, practices and techniques.
- Possess effective interview and assessment skills.
- Ability to effectively use web based tools and resources. Effective organizational and responsive communication skills. Knowledge of community and other resource agencies.
- Working knowledge of community employment resources and job market.
- Must be flexible in work day functions to meet the needs of clients. Strong desire and ability to work as a team member

**Exempt:** Not eligible for overtime.

AN EQUAL OPPORTUNITY EMPLOYER – SERVICE PROVIDED THROUGH AFFIRMATIVE ACTION  
EOE-MF/H including persons with disabilities and veterans

