

Job Description
Franklin Hampshire Employment & Training Consortium

Position Title: Career Services Counselor/Disabilities Services Counselor
Status: Non-exempt, Union Represented/UFCW 1459
Grade: Grade 7
Location: This position is stationed in Greenfield, MA
Supervisor: Career Services Director
Date: January, 2024

Position Summary:

Provides individual and group career counseling and coaching to FHCC customers, including but not limited to: intake, skill and needs assessment, career exploration, labor market information research and support, program eligibility, occupational and work based training eligibility, supportive service eligibility, career action plans, case management and follow up support, and job matching/job referral/job development in collaboration with the Business Services Team. Administers FHCC Disability Services, including but not limited to Social Security Ticket to Work program. Builds effective community partnerships that leverage public and private resources to better serve individuals with disabilities and improve employment outcomes.

Disability Resource Coordinator Functions/Responsibilities:

1. Perform intake and eligibility for FHCC customers seeking individualized career counseling, assisted job search or training, including but not limited to: completion of registration form, needs assessment, collection of data for determination of appropriate eligibility (category programs/funding), and entry of data into Massachusetts One-Stop Employment System data base (MOSES).
2. Maintain accurate, confidential customer records in accordance with specific funder requirements.
3. Enroll and orient customers into Career Center programs ensuring all required documentation is in file and ensuring accurate data entry in MOSES; submit files for file review according to SOP.
4. Consider values, interests, preferences, aptitudes and objective biographical and work history, to develop a Career Action Plan with specific verbal and written steps specific to the customer with an end goal of identifying and working towards a career pathway leading to economic self-sufficiency.
5. Work with customers to identify marketable skills and ability to secure employment resulting in self-sufficiency; determine eligibility for education/training funding.
6. Assist customers to access occupational, educational and labor market information to aid in developing potential career paths for employment, vocational and educational goals, including but not limited to use of technology tools such as: Job Quest, MassCIS, and TORQ.
7. Establish and maintain contact with area human service agencies and other community partners to provide customers with linkage to those systems by referral and advocacy.

8. Provide job development, job search assistance, and job vetted referrals for customers in coordination with FHCC Business Services Team and the Career Services Team Job Developer.
9. Work with FHCC customers with documented disabilities, including SSA beneficiaries, to navigate the One-Stop Career Center and other partner services needed to obtain/maintain employment.
10. Determine potential eligibility for specific funding sources including Disability Employment Initiative, Social Security Ticket to Work, WIOA Adult or Dislocated Worker, or other available funding streams. Co-enroll eligible customers in multiple funding streams when appropriate.
11. Monitor and evaluate customer progress, tracking customer from intake to exit from services, and provide follow-up services to support the customer through the first year of employment. Collect and update data in MOSES and relevant Excel spreadsheets as required for performance measures, program analysis, and customer satisfaction.
12. Participate in regular case review with SSA and SSA agent.
13. Process program exits including paper file and MOSES records; submit exited customer files for file review according to SOP.
14. Administer Social Security Ticket to Work program.
15. Conduct outreach to the disability community and regional and statewide organizations that serve individuals with disabilities to market workforce services and promote interagency collaboration.
16. Maintain good working relationships with disability service agencies such as Massachusetts Rehabilitation Commission (MRC), MA Commission for the Blind (MCB), Social Security System, and UMass Medical Work Without Limits program.
17. Effectively present information to the public (business groups, disability groups, community-based agencies, local government) on employment services, work incentives, job accommodations, and benefits of employment of persons with disabilities.
18. Serve as a point of expertise on programs and services that impact the employment of people with disabilities, such as health care options, transportation, and housing supports.
19. Serve as a resource to Career Center staff and the business sector on issues and programs related to people with disabilities, such as universal design and accessibility, availability of assistive technologies, tax incentives, and reasonable accommodations. Model for Career Center staff effective interaction with individuals with disabilities, building the capacity of FHCC to more effectively serve job seekers with disabilities.
20. Represent FHCC at various disability services coalitions, trainings, and conferences.
21. Maintain contact with Social Security Administration, provide earnings information when requested as well as maintain contact information. Annually provide files to be audited by SSA or SSA agent.
22. Perform other duties as assigned by the Career Services Director including but not limited to assessment/career counseling for specialized programs such as CIES, WPP, MSI.

Recommended Minimum Qualifications:

1. Bachelor's Degree from an accredited college preferably in a related field of study. Each year of related experience may be substituted for one year of the educational requirement.
2. At least 3 years of experience in employment, vocational, or educational counseling and assessment working with and advocating for people with disabilities.
3. Must pass CORI/SORI
4. Must apply for and pass SSA Suitability.
5. Must have reliable transportation for occasional work offsite.
6. Skills in fostering empowerment skills among people with disabilities; knowledge and ability to model appropriate interaction skills for others working with people with disabilities; and familiarity with and application of person-centered planning models.
7. Ability to develop and maintain a good working relationship with a wide variety of people including customers, community partners, governmental agencies, and particularly people with a range of physical, cognitive, and emotional disabilities.
8. Demonstrated oral and written communication skills, basic computer knowledge including Microsoft Office Suite with emphasis on Word and Outlook necessary.
9. Ability to understand, interpret and implement complex policies, regulations and guidelines especially to find solutions for people with disabilities.

Preferred qualifications:

1. Familiarity with various State, Federal, and Local disabilities service programs.
2. Understanding of public workforce investment system and disability employment.
3. Knowledge of and experience using labor market information tools or other data collection tools.
4. Experience using databases.
5. Knowledge of ADA compliance and assistive technologies to assist people with disabilities to use Career Center services and to assist with obtaining and retaining employment.
6. Bi-lingual capacity a plus.

Job Environment and Physical Requirements:

The work environment and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment and in a classroom setting, which includes community spaces and varying noise levels.
3. Frequently requires work at a desk, sitting for long periods of time, as well as possibly standing and moving about for long periods of time.
4. Regularly convey information verbally and in writing to employees and to the public.

5. Move about inside the office to access file cabinets and office machinery with some bending and stretching required.
6. Must occasionally lift or move objects such as supplies, folders, books, and manuals. Room setup requires movement of chairs, tables, and laptop computers. Multiple office locations requires lifting and transporting between offices files which may weigh between 10-20 lbs.
7. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, PowerPoint presentations, and documents for extended periods of time.
8. Specific vision abilities include ability to adjust focus, near and far clarity of vision, 3-dimension depth perception, ability to judge space relationships, ability to maneuver through complex database systems and to explain what is shown to customers, ability to maneuver through on-screen and PowerPoint presentations and to engage with customers about that content.
9. This position requires frequent public communication and verbal presentations (talking, listening, hearing, expressing oneself, presenting) with customers, colleagues, and public workshops requiring the ability to hear, speak clearly, and exchange information within a limited time frame.
10. This position is stationed on a regular basis at the Greenfield, MA office, but may require driving to the Athol or Northampton Career Center access points on a regular basis and to other off-site locations on a periodic basis. Must have reliable, independent transportation and a valid driver's license.
11. Attendance and work outside of normal business hours is periodically required.

AA/EOE/ADA

This job description does not constitute an employment agreement between FHETC and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

Employee Name (Print)

Employee Signature

Date