



# NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111

*To enrich lives through a continuum of education and wellness services.*

## JOB ANNOUNCEMENT

### EMPLOYMENT SUPPORT SPECIALIST – I

**DATE POSTED:** April 20, 2018

**APPLICATION DEADLINE:** May 20, 2018

**Position no. / Range:** 4040/ 48.00

**Union Status:** Non- Union

**Starting Pay/ Range:** \$18.09 p. hr.

**Status/ Hours:** FT / Non- Exempt

**Hours of Work:** Monday- Friday 8:00a- 5:00p

**No. of Positions:** 1

**Location:** 286 Euclid Ave. Ste. 102, SD, CA 92114

**Dept. / Program:** Project Enable

#### **Basic Job Assignment:**

Under general supervision of the Program Director of Mental Health, the Employment Support Specialist I (ESS I) offers rehabilitation counseling, case management and employment-related services to Project Enable clients affected by psychiatric disabilities and co-occurring disorders. This position exists to develop supported employment opportunities for adult clients affected by serious mental illness, including seeking out job sites, training, and placement opportunities. The position also offers rehabilitation counseling, coaching, case management and job placement services to participants, and performs related duties as assigned.

#### **Employment Requirements:**

The ideal candidate is a self-motivated, independent worker who possesses a general understanding of California and Federal labor and employment laws governing hiring practices; the general needs of a low income population as well as familiarity with available resources; NHA Corporate and Administrative Policies; the general needs and challenges of individuals affected by serious mental illness and co-occurring disorders; knowledge of successful career planning techniques and labor law; cultural and socio-economic issues relevant to providing appropriate rehabilitation and recovery services to special population groups, including Latino, African-American, and LGBTQ communities; and has the ability to work with people, using courtesy, tact and diplomacy. Must be able to maintain organized and detailed documentation; practice effective time management skills, and be able to meet deadlines and timetable. Must be able to communicate with a diverse audience and executive level staff; and maintain confidentiality. The ideal candidate will also have experience working with culturally and ethnically diverse, low income or no income clients and unique populations and demonstrate cultural competence, awareness, and sensitivity routinely in every day work relationships.

#### **Qualifications:**

- A Master's Degree in Vocational Rehabilitation Counseling, Social Work, or a related field;
- A minimum of one year of experience working with person's with psychiatric disabilities, focusing on workforce development, business-to-business services, and customer care;
- Previous successful experience in job development, job coaching, job retention, and vocational rehabilitative counseling is preferred;
- Bilingual (English/Spanish) preferred.
- Valid California Driver's License and reliable transportation, as this position requires regular local travel;
- TB test required upon hire and must be maintained every two years.



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### **Example of Major Functions:**

- Provides counseling and other employability services to the participants;
- Assists participants in analyzing and evaluating their employment assets and aptitudes;
- Schedules and interviews participants to assess employability, and to identify gateways and barriers to employment to include: interests, skills, health, transportation, family and support groups, language, and communication skills, etc.;
- Carries an average caseload of minimally 25 clients and has specific placement requirements per caseload;
- Refers participants to appropriate employers, training and educational facilities, or other community resources and organizations;
- Assists participants in formulating plans to achieve occupational goals;
- Assists clients in developing and creating resumes that highlight their vocational skills and interests;
- Assists clients in preparing for employment interviews and may accompany clients to interviews on occasion, if appropriate;
- Mediates employer and client differences, if necessary;
- Develops and monitors work sites and makes appropriate work site placements.
- Aids participants in developing good work habits;
- Conducts group and individual presentations to explain the job placement program;
- Seeks out and develops job placement opportunities and contacts prospective employers to determine needs and to explain placement;
- Provides input on an ongoing basis to develop and improve program service and delivery;
- Interfaces with Project Enable and external providers to ensure care coordination and service integration;
- Maintains timely, accurate, and legible documentation using assigned forms and formats for each client and/or may be required to enter documentation in the program Electronic Health Record (EHR);
- Retains records in accordance with contract and NHA Legal Department guidelines;
- Becomes actively involved in community in areas related to rehabilitation and mental health;
- Demonstrates involvement and commitment to client recovery program philosophies by:
  - Attending in-service training, staff meetings, and staff development programs;
  - Sharing knowledge gained through classes and experience with peers;
  - Seeking out supervision when unsure of a situation or process;
  - Participating in self-evaluation process and reaching vocational goals;
  - Participating in quality assurance programs, as assigned;
- Keeps current by reading memos, directives, meeting minutes, and revised policies and procedures as posted;
- Provides input regarding policy and procedure design, revision, and deletion;
- Follows administrative chain of command;
- Demonstrates adequate care and responsibility for equipment and supplies;
- Complies with all NHA program rules, policies and procedures including HIPPA standards;
- Participates in the Injury and Illness Prevention Program and follows guidelines that promote workplace safety;
- Other duties as assigned by management.



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### **APPLICATION SUBMITTAL INSTRUCTIONS:**

Applications may be obtained at 5660 Copley Drive, San Diego, 92111; 841 S. 41<sup>st</sup> Street, San Diego 92113; or on the Agency website at [www.neighborhoodhouse.org](http://www.neighborhoodhouse.org). Applications may be mailed or delivered to the Human Resources Department at 5660 Copley Drive, San Diego, CA 92111 or scanned/emailed to: [recruiting@neighborhoodhouse.org](mailto:recruiting@neighborhoodhouse.org). Applications must be fully completed (per instructions), signed, and dated when submitted. Any applicable supplemental application questions and/ or certifications must be attached to the application at the time the application is submitted. All statements on the application will be subject to verification and investigation prior to employment. In order for your education or certification(s) to be considered, you must attach a copy of your official degree transcripts or diploma or foreign equivalency report and/ or certification to your application. Please only submit the documents required.

**NOTE:** *Only those candidates being considered will be contacted for an interview and reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions of job on a case by case basis.*

### **ABOUT NHA**

The neighborhood House Association is a non- profit organization. Head Start positions are funded in whole or in part by money provided through the State and Federal Government. Additionally, some Social Service Program positions may be funded in whole or in part through grant funds. Because positions and salaries may be funded through grants, and State and Federal funds ongoing employment will be contingent upon the continued receipt of these funds.

### **BENEFITS:**

Eligible employees receive the following benefits: Vacation;

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|---|------------------------------------|--------------------------------|
| • Sick leave;                             | • 401K Retirement Plan;            | • Life & Disability insurance; |
| • 13 paid holidays;                       | • Medical;                         | • Supplemental Life &          |
| • Two (2) personal days;                  | • Dental;                          | Voluntary Products;            |
| • Four (4) days annual bereavement leave; | • Flexible Spending Account (FSA); | • Social Security;             |

*\*Medical and dental benefits are provided to regular employees who work a minimum of 30 hours per week.*

### **INTRODUCTORY PERIOD:**

All regular appointees serve 6 months introductory period.

### **CITIZENSHIP/IMMIGRATION STATUS:**

In accordance with the Immigration Reform and Control Act of 1986, Neighborhood House Association hires only U.S. citizens and others lawfully authorized to work in the U.S.

*This Job Announcement is not an offer of employment. The provisions of this job announcement do not constitute an express or implied contract. Any of the provisions contained in this job announcement may be modified or revoked without notice. Any person who is hired may voluntarily leave their employment upon giving proper notice, and may be terminated by the Agency at any time and for any reason. Any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.*

**Please note that offers of employment are only valid if they are made by the Human Resources Department**