

Position Title: Employment Services Professional

Position Summary: The ESP creates work opportunities for individuals served by ProWorks; the ESP is responsible for all matters involving the acquisition of center-based work procurement and completion, and community-based work contracts; the ESP is directly responsible to ProWorks' Director. The ESP supervises Direct Service Personnel (DSPs) and job coaches involved in the completion of all work contracts.

Beginning Wage: \$12 per hour

Responsibilities and Essential Functions:

- 1) Contacts area businesses, to discuss possible work contracts, and acquires the information necessary to prepare an accurate bid on the work contract(s).
1. Utilizing the information gathered, and any materials provided, conducts an accurate "time study" of the task(s), and, utilizing "fair business" standards, prepares and presents a bid proposal.
- 2) Manages the system of Wage and Hour Compliance with Department of Labor standards for Special Minimum Wage Certificates. Develops time studies, provides time study training to other personnel, and conducts prevailing wage surveys on an annual basis. Establishes commensurate piece rates for all jobs and sets hourly rates based on accepted time study methods. Assists all departments with this function. Oversees all hourly wage evaluations of clients so that they are done on time and correctly.
- 3) Prepares reports of production output, capabilities, and efficiencies as requested by ProWorks' Director or Program Manager. Assists with budget planning and preparation as requested.
- 4) Acceptable bids should cover day training & habilitation (DT&H) wages, job supplies and other related job expenses (excluding the purchase of equipment and worker supervision usually provided by the DT&H program per diem); worker supervision beyond the level "usually" provided under the DT&H program per diem is considered to be a job expense, and therefore, should be covered by the job bid.
- 5) Develops and implements "quality control" practices and procedures to ensure that all work contracts are completed in accordance with the customer's requirements and delivered within the agreed upon time frames. Maintains "safe, clean and orderly" storage of all work contracts

- 6) Responsible for the pick-up and delivery of work materials – this task may be delegated. Acquires knowledge and ability to “safely” move work materials between storage and work areas; this may involve physically moving work materials by hand - this could involve lifting and carrying boxes or bundles (about 25 lbs) over a distance of several feet – furthermore, this task may involve stooping, squatting, bending, reaching, twisting, pushing or pulling. This task could be physically demanding.
- 7) Must be able to “safely” operate pallet jack and forklift; loads and unloads transport vehicles with forklift – this task may be delegated; the movement of pallets with the pallet jack or forklift may involve moving up and down inclined surfaces under all weather conditions. Prepares pallets of work for shipment; completes and maintains accurate records of Bills of Lading and Packaging Slips. Arranges for the movement of product to allow for the most efficient delivery system possible while still meeting the deadlines of the customer. Prepares monthly invoices for services, and works with ProWorks Business Manager to maintain accurate accounts receivable records.
- 8) “Understands” the capabilities of each worker. Conducts semi-annual “Performance Measurement” reviews of all hourly-rated workers to determine their “percent of productivity.” Supervises the development of jigs, fixtures and other devices that could assist an individual in achieving their full potential.
- 9) Presents a “professional” and “positive” image of ProWorks and persons with disabilities to the “community.” Maintains a “good” relationship with area businesses; speaks to “community” groups, and gives tours of ProWorks program as requested.
- 10) Works “effectively and cooperatively” with co-workers and supervisors; attends staff meetings, inservices or reviews as necessary; assists in the development of individual **coordinated service and support plans**; assists in the collection and report of baseline and/or operant level data on target behaviors, and participates in the evaluation of an individual or program as requested; provides a “positive” role model to co-workers and persons receiving services.
- 11) Plans and supervises all facets of ProWork’s center-based work program; responsibilities include: 1) evaluates, trains and supervises workers; 2) develops daily and/or weekly work schedules; 3) adapts work environments to accommodate the needs and abilities of workers; 4) ensures that work contracts are completed in a timely manner - maximizing quality control and minimizing health and safety risks to ProWorks personnel and workers.

- 12) Assists with the completion of work projects. Develops and maintains a quality control system or work performance which ensures conformity to customer demands. Establishes material and labor costs of existing projects. Establish inventory control which allows for knowledge of raw material utilization, materials in process, and quantity of finished project on hand. Develops security and control measures to prevent theft and excessive waste or the need to rework.
- 13) Completes and maintains records relating to work programs as required by the MnDHS, OSHA, Federal and State DOL Wage and Hour Standards; this responsibility includes the completion and maintenance of the Federal DOL Sub-minimum Wage Certificate (14C).
- 14) Develops and monitors community-based job sites as necessary. Supervises and trains job coaches and community-based workers; substitutes for Job Coaches when necessary. Sets up charting; modifies and files charting in a timely manner. Prepares monthly work schedules for community-based workers and job coaches, and arranges or provides transportation to and from job sites.
- 15) Maintains a “working” knowledge of and adherence to written and unwritten ProWorks policies and procedures, Federal / State Department of Labor Wage & Hour Standards, MN DHS 245D Certification, MN Vulnerable Adult and Maltreatment of Minors Statutes and Rule, ProWorks Facility Abuse/Neglect Prevention Plan, MN Department of Human Rights, OSHA and any other applicable Federal, State County and City laws, standards, ordinances, practices or rules.
- 16) ProWorks, provides training and assistance to persons with developmental disabilities; it is imperative that the ESP is able to meet all known or yet to be discovered needs of persons receiving services.

Qualifications:

- High School Diploma
- Must speak, read and write “fluent” English
- Must possess “good” math skills
- Must have some knowledge of sales and marketing techniques
- Must have a working knowledge of “basic” office and computer skills
- Must have and maintain Basic First Aid and CPR Certification
- MN Class C Driver’s License and “acceptable” Motor Vehicle Record (MVR)