

**COTTONWOOD, INCORPORATED**  
**JOB DESCRIPTION**

Revised: 2/17

**DEPARTMENT:** JobLink

**JOB TITLE:** Employment Consultant I

**JOB SUMMARY:** The Employment Consultant I is responsible for provision of quality employment services to a caseload of individuals. These services may include but are not limited to job development, placement, orientation support, transportation training, on-site consulting, conflict resolution, task analysis, disability awareness training to employers, accommodation training, and follow-up with both the employee and employer. Responsibilities also include understanding and working with a variety of funding sources. The consultant must have flexibility in their schedule and be available whenever a consumer is working.

**QUALIFICATIONS:** Must have a high school diploma or equivalent; bachelor's or advanced degree is preferred. Must have at least two years of customer service experience; experience in social services is preferred. Must possess good verbal and written communication skills. Must be able to work independently and be available for a flexible working schedule. Must have a valid driver's license and driving record acceptable to Cottonwood's insurance carrier. Experience with Microsoft Access and Excel preferred.

**SUPERVISION RECEIVED:** Employment Coordinator

**SUPERVISION GIVEN:** None.

**THIS POSITION IS:** Non-Exempt

**JOB RESPONSIBILITIES:**

- \*1 Maintain positive professional working relationships with job seekers, families or guardians, employers, funders, other service providers & educators, co-workers, and supervisor. Promote JobLink as the premier provider of supported employment services and a resource for employers in the area.
- \*2 Develop *caring relationships* with each individual you work with using *lavish praise* and positive reinforcement.
- \*3 Provide support to the consumers in Job Development through assistance with marketing, determining job interests, referrals for assessment, application process, interviews, resume writing, and provision of transportation.
- \*4 Provide on-site consultation to employers, task analysis, recommend and implement accommodations, provide employers with information on ADA and disability awareness, follow-up services, and public transportation training as required.
- \*5 Assist consumers with community integration through facilitating natural supports on the job, and accessing public transportation use.
- \*6 Document and communicate pertinent information with regard to consumer needs and situations to consumer representatives, agency-wide staff, funding sources, and other contacts as authorized.
- 7. Participate with the Interdisciplinary Team in all aspects of the Person-Centered Planning process.
- \*8 Develop and maintain positive community business relationships to facilitate job development and serve as a liaison between the employer and consumer as appropriate.
- \*9 Prepare reports as required, such as monthly reports to VR counselors, weekly consumer time cards, grant funding reports, etc.
- \*10 Demonstrate the *five and fifty rule*—greeting everyone when they are within five feet and smiling when they are within fifty feet.

- \*11 Assure that JobLink’s supported employment services maintain profitability by meeting guidelines for documentation of direct consumer contact hours.
- \*12 Collaborate and problem-solve with other interdepartmental staff in a professional manner. Promote team participation and negotiation and follow-through with assigned responsibilities.
- \*13 Communicate accurately, courteously, professionally, and appropriately.
- \*14 Adhere to agreed-upon work schedule, report for work punctually, and assure that absences do not adversely affect the timely completion of responsibilities and unduly burden co-workers. Accurately record hours worked on timesheet.
- \*15 Work well within a flexible schedule.
- \*16 Complete responsibilities in a timely and efficient manner.
- \*17. Dress appropriately in relation to each community employment site.
- \*18. Attend in-service as required to maintain competency in position.
- \*19. Assure compliance with Cottonwood's policies and procedures, State Licensure, and CARF standards.
- \*20. Solicit, document, and utilize consumer, employer, and funding source feedback on service provision.
- \*21. Carry a pager during all normal working hours and during your consumers’ individual employment schedules.
- 22. Assist in facilitating quarterly Consumer Support Group Meetings.
- \*23 Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts towards individuals served. Report any suspected incidents according to Cottonwood policies and procedures.
- \*24 Maintain knowledge of medical issues including medication usage for those consumers whose safety requires staff oversight.
- \*25. This position will perform other duties within the guidelines of this job description or as assigned by the supervisor.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

Department Director: \_\_\_\_\_ Date: \_\_\_\_\_

**This Job Description does not provide the basis for an employment contract. It is intended solely to outline the qualifications and responsibilities associated with this position. These qualifications and responsibilities may be changed at any time to support and enhance the Agency's successful achievement of its mission.**

**\*Essential Functions**

**COTTONWOOD, INCORPORATED**  
**PERFORMANCE PLANNING AND EVALUATION**

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**DEPARTMENT:** Job Link

**JOB TITLE:** Employment Consultant I

**PROCEDURE:**

1. A performance planning and evaluation conference will be scheduled between the employee and supervisor. This will be done at least annually and at any time when there is a need to add additional responsibilities or change current responsibilities.
2. During the conference: a) The employee's job description will be reviewed. b) The current job responsibilities will be discussed and reviewed. c) The employee's performance outcomes will be reviewed, the rating will be discussed, and additional comments or suggestions noted. d) The employee's strengths and any suggested improvements will be discussed. e) Changes in responsibilities and/or new responsibilities to be added for the next performance period will be planned. Any additional goals will also be discussed and documented.

**PERFORMANCE EVALUATION**

**LEVELS OF ACHIEVEMENT**

3 – Exemplary      2 – Good Work      1 – Needs Improvement  
Scores of “1” & “3” require a comment

**PERFORMANCE OUTCOMES**

**RATING**

\*1. Maintain positive professional working relationships with job seekers, families or guardians, employers, funders, other service providers & educators, co-workers, and supervisor. Promote JobLink as the premier provider of supported employment services and a resource for employers in the area.

\*2. Develop *caring relationships* with each individual you work with using *lavish praise* and positive reinforcement.

\*3. Provide support to the consumers in Job Development through assistance with marketing, determining job interests, referrals for assessment, application process, interviews, resume writing, and provision of transportation.

\*4. Provide on-site consultation to employers, task analysis, recommend and implement accommodations, provide employers with information on ADA and disability awareness, follow-up services, and public transportation training as required.

\*5. Assist consumers with community integration through facilitating natural supports on the job, and accessing public transportation use.

\*6. Document and communicate pertinent information with regard to consumer needs and situations to consumer representatives, agency-wide staff, funding sources, and other contacts as authorized.

\*7. Participate with the Interdisciplinary Team in all aspects of the Person-Centered Planning process.

- \*8. Develop and maintain positive community business relationships to facilitate job development and serve as a liaison between the employer and consumer as appropriate.

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- \*9. Prepare reports as required, such as monthly reports to VR counselors, weekly consumer time cards, grant funding reports, etc.

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- \*10. Demonstrate the *five and fifty rule*—greeting everyone when they are within five feet and smiling when they are within fifty feet.

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- \*11. Assure that JobLink’s supported employment services maintain profitability by meeting guidelines for documentation of direct consumer contact hours.

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- \*12. Collaborate and problem-solve with other interdepartmental staff in a professional manner. Promote team participation and negotiation and follow-through with assigned responsibilities.

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- \*13. Communicate accurately, courteously, professionally, and appropriately.

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- \*14. Adhere to agreed-upon work schedule, report for work punctually, and assure that absences do not adversely affect the timely completion of responsibilities and unduly burden co-workers. Accurately record hours worked on timesheet. 3-Exemplary (0-3 days) 2-Good Work (4-7 days) 1-Needs Improvement (8 or more days)

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- \*15. Work well within a flexible schedule.

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- \*16. Complete responsibilities in a timely and efficient manner.

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- \*17. Dress appropriately in relation to each community employment site.

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- \*18. Attend in-service as required to maintain competency in position.

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- \*19. Assure compliance with Cottonwood's policies and procedures, State Licensure, and CARF standards.

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- \*20. Solicit, document, and utilize consumer, employer, and funding source feedback on service provision.

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- \*21. Carry a pager during all normal working hours and during your consumers’ individual employment schedules.

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- \*22. Assist in facilitating quarterly Consumer Support Group Meetings.

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- \*23. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts towards individuals served. Report any suspected incidents according to Cottonwood policies and procedures.

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- \*25. This position will perform other duties within the guidelines of this job description or as assigned by the supervisor.

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**TOTAL NUMERICAL SCORE:** \_\_\_\_\_

**AVERAGE SCORE** \_\_\_\_\_

**Total added score divided by number of outcomes**

**PERCENT SALARY INCREASE:** \_\_\_\_\_

**PLANNING OUTCOME**

**PRINCIPAL STRENGTHS:** \_\_\_\_\_

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**SUGGESTED IMPROVEMENTS:** \_\_\_\_\_

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**PROGRESS MADE ON LAST YEAR'S GOAL(S):** \_\_\_\_\_

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**GOAL(S) FOR THE COMING YEAR:** \_\_\_\_\_

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**SUPERVISOR'S COMMENTS:** \_\_\_\_\_

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**EMPLOYEE'S COMMENTS:** \_\_\_\_\_

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**CHANGED RESPONSIBILITIES:**

**ADDED:**

**DELETED:**

**ADDITIONAL GOALS:**

**Training expiring in next 12 months:**

Mandt	Date Expiring_____
Medication Administration	Date Expiring_____
CPR	Date Expiring_____
First Aid	Date Expiring_____

Have you received any traffic citations in the past year? \_\_\_\_\_

Proof of current personal auto insurance attached: \_\_\_\_\_  
Reviewed Bloodborne Pathogens: \_\_\_\_\_  
Reviewed Driver Safety: \_\_\_\_\_  
Reviewed Consumer Confidentiality: \_\_\_\_\_  
Corporate Compliance Policy Reviewed: \_\_\_\_\_  
Harassment Policy Reviewed: \_\_\_\_\_  
Do you need to update any of your "Emergency Contact" information? \_\_\_\_\_

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

Department Director: \_\_\_\_\_ Date: \_\_\_\_\_

Revised 8/14

## Cottonwood, Inc. Code of Ethical Conduct

This Code of Ethics embodies certain standards of conduct for Cottonwood, Inc. including staff members and boards of trustees as the work of the organization is carried out daily. In abiding by this code, it is understood that staff and board members view his or her obligations in as wide a context as the situation requires, taking all the principles into consideration and choosing a course of action consistent with the spirit and intent by which they were created.



**T** I shall promote inclusion and equitable **TREATMENT** for all people.



**H** I shall be **HONEST** in all communication and marketing endeavors internally and externally.



**U** I shall do my **UTMOST** to inform and advocate for the individuals served.



**M** I shall provide **MISSION** based supports and services with integrity, compassion, and respect for all individual differences and choices as a member of a well trained, competent and diverse staff.



**B** I shall adhere to professional **BOUNDARIES, act with integrity** and promote excellence for all staff.



**S** I shall serve as a responsible **STEWARD** for public and private funds, committed to the highest standards of conduct in all business and fiscal relationships.



**U** I shall **UNITE** with individuals to promote choice, inclusion, growth and development.



**P** I shall respect the **PRIVACY** and confidentiality of persons served.

These concepts are woven throughout Cottonwood's policies, job descriptions, corporate compliance plan, marketing, fiscal management, strategic planning, staff training, board orientation and performance reviews. They should be evident in all interactions with individuals served, co-workers, families, funders, and the public.

I am aware and will uphold the NISH Community Rehabilitation Program Ethical Standards, as listed on the back of this page.

If I become aware of any possible violations of the Code of Ethical Conduct, I should discuss it with my immediate supervisor, the Director of Human Resources, (785/840-1627) or another member of the Management Team.

I understand that violation of the Code of Ethical Conduct may be grounds for disciplinary action, up to and including termination.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## NISH COMMUNITY REHABILITATION PROGRAM ETHICAL STANDARDS

The Ethical Standards developed by the NISH Board of Directors present standards of conduct expected of NISH Affiliated Community Rehabilitation Programs. Whether a NISH Affiliate organization has an AbilityOne project or desires to participate in the AbilityOne program, these Standards represent essential qualities of conduct.

The Standards are:

1. We will treat people with disabilities with respect and put their aspirations and dignity first in the design and day to day operation of our organizations.
2. We will obey the law and regulations of the jurisdictions and authorities under which we operate, including Worker's Compensation, OSHA, and the Department of Labor.
3. We affirm that we are duly organized, validly existing, and in good standing under the laws of the jurisdictions, and have all the power and government authorizations necessary to own and operate our assets and carry on our business.
4. We will assure that our employees and our governing body avoids conflicts of interest.
5. We will maintain a governance structure that promotes public confidence.
6. We affirm that neither our organization, nor officers or directors are presently prohibited from participation in transactions by any federal agency, or have been indicted or convicted of or had a civil judgment for commission of fraud, or other criminal offense in regard to performing a public contract.
7. We will qualify people with severe disabilities accurately and in good faith with AbilityOne Program regulations.
8. We will affirm current compliance and agree to continued compliance with all laws and regulations applicable to federal government contractors, as well as all laws and regulations pertaining to participation in the AbilityOne Program.
9. We will file accurate and timely reports, including Committee for Purchase Annual Report 404 and IRS 990.