



Career Specialist/Job Developer Position

Overall Responsibilities:

PLEASE include a cover letter and hourly salary range with your resume submission.

This is a *virtual* contract position. To work virtually, you would also need access to:

- A computer with Internet
- Latest Microsoft Office software, including Access
- Fax/scanner
- Telephone service, with long distance

Hours Worked: 15-20 hours per week to start

Rate of Pay: Negotiable, based on experience

The position involves the delivery of case management, job placement and job retention services, which will be provided virtually at a location of your choice.

Overall Responsibilities:

- Respond to all new/potential client inquiries and questions related to Ticket to Work program.
- Pre-screen clients for participation in Human Solutions Ticket to Work Program via telephone and email.
- Complete an employment plan with each new client, including identifying: potential strengths and barriers, necessary services and resources, long and short term work goals, and a plan for meeting program guidelines.
- Provide consistent & ongoing case management services to assigned client caseload, including one-on-one and group support related to job placement and retention services.
- Document all client contact on a weekly basis in client file management database (emails, phone calls, messages, faxes, etc.)
- Review and/or develop client resumes and cover letters and provide written recommendations and feedback for improvement
- Conduct interview training/preparation or other relevant training and provide oral/written feedback to clients



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- As assigned, respond to all new, potential, and current client inquiries (via email & telephone) and questions related to the Ticket to Work program
- Perform outreach activities, as assigned, to identify candidates for the program

Required Skills:

- At least 6 months experience providing case management services **in a workforce development setting**
- Knowledge of disability-related issues and/or client needs
- Excellent written and verbal communication skills, including spelling & grammar
- Proficiency using Microsoft Office Suite, including Access
- Typing skills of at least 40wpm and experience navigating & researching on the Internet
- Knowledge of Ticket to Work Program requirements is desired
- Sales experience is a plus
- Access to: a computer with an Internet connection, the latest Microsoft Office software, a fax/scanner, and telephone service.