



## Performance Profile for an Employment Specialist

### Our Vision and Mission

**Vision:** Every person TSE serves will achieve their career and life ambitions.

**Mission:** Enriching lives through employment and community connections.

### Your role in helping us accomplish our mission

Your role was created to put our mission into practice, and our organization cannot function effectively without the things you do.

Your role works directly with the people we serve, helping them to achieve their career and life ambitions by providing training, support, and development in employment and community inclusion.

### The character attributes that are necessary to fulfill your role

Because your role is vital to our organization, there is a lot that we expect of you. To be successful in this role, you will need to possess the following character strengths:

- Self-motivation, and the ability to take initiative
- Flexibility / adaptability, and the ability to handle multiple tasks at the same time
- Ability to independently solve problems
- Self-awareness and humility
- Creativity
- Ability to communicate clearly
- Empathy and sympathy
- Being a positive and professional representative of the organization
- Ability to be positive and optimistic, even in the face of challenges
- Inquisitiveness and the ability to see the big picture
- Sound judgment and mature levels of responsibility
- Ability to separate personal from professional, and to observe appropriate boundaries
- Reliability and consistency
- Ability to take joy and find satisfaction in the successes of others
- Patience

	<ul style="list-style-type: none"> <li>• Ability to compromise and work effectively with others</li> <li>• Ability to take direction</li> </ul>
<p><b>How you will use each essential character attribute in performing your role</b></p>	<p>Although it is impossible to list all of the ways you can expect to draw upon your essential character throughout the day, the following is a list of representative examples:</p> <ul style="list-style-type: none"> <li>• Self-motivation, and the ability to take initiative <ul style="list-style-type: none"> <li>○ You must be able to: execute multiple tasks and responsibilities throughout the day; act with purpose; help out others without being asked to do so; do what needs to be done without being told to do so or waiting for someone else to do so; be aware of everything that is happening in the environment; think about the things others would want to know, and communicate them without being asked</li> </ul> </li> <li>• Flexibility / adaptability, and the ability to handle multiple tasks at the same time <ul style="list-style-type: none"> <li>○ You must: be receptive to change, since it is common for schedules to change, job duties to change, staff to change, moods to change, etc.; be able to prioritize, manage, and respond to multiple task and relationship needs throughout the day</li> </ul> </li> <li>• The ability to independently solve problems <ul style="list-style-type: none"> <li>○ Since you work primarily without direct supervision, you are responsible for your work environment, and must be able to manage conflict, emotional issues, communication problems, changing job site needs, medical issues, etc.; you must ask questions when you get stuck, understand the desired end result and find work-arounds to get there; and be willing to address conflict with an open-mind</li> </ul> </li> <li>• Self-awareness and humility <ul style="list-style-type: none"> <li>○ You must: understand how your strengths and weaknesses impact any situation that might present itself; be aware of how others can/do perceive you; own your mistakes; and ask for help when necessary</li> </ul> </li> <li>• Creativity <ul style="list-style-type: none"> <li>○ As part of finding the best solutions for persons served, or in the interests of coming up with better ways to do things, you should be capable of exploring and pursuing new opportunities and ways of doing things; you should also be able to recognize and be responsive to challenges; and have the ability to act without a pre-set course</li> </ul> </li> </ul>

- The ability to communicate clearly
  - The ability to know who needs to know something, what they need to know, how they need to use this information, what they don't need to know, and ensuring that all those who need to know do know; asking questions / seeking additional information to be able to communicate everything that needs to be shared; ensuring / confirming that the information was effectively received
- Empathy and sympathy
  - The ability to understand another person's perspective, and to recognize how circumstances can produce different perceptions and needs than your own; the ability to feel and express genuine concern about others, even in difficult situations; the ability to acknowledge the difficulties or struggles that someone may be going through, along with determining the appropriate manner of expression or action
- Being an advocate for the people we serve
  - Representation of the people we serve in any area in which assistance may be appropriate and necessary to meet what is important to and/or for the person served, including within the support team, in the community, at a job site, within a governmental system, or directly with a person served
- Being a positive and professional representative of the organization
  - The ability to be confident in your knowledge of your role, as well as our mission, so that you can effectively represent our interests to anyone you may come into contact with in connection with work, including support teams, job sites, and members of the community; act as a mentor
- Ability to be positive and optimistic, even in the face of challenges
  - Staying upbeat and focused on our overall goals, even when having to perform tasks that may be unpleasant, when progress is slower than anticipated, or when set-backs occur
- Inquisitiveness
  - Persistence in following through in situations, connecting the dots
- Sound judgment and mature levels of responsibility
  - The behaviors you engage in, and the actions you take, are appropriate to the circumstances, and are most likely to achieve the best outcome; you should also have the ability to learn from mistakes and apply that knowledge to future situations
- Ability to separate personal from professional, and to observe appropriate boundaries
  - Engage with coworkers and persons served in ways that are

productive and outcome-focused, but that don't create the opportunity for personal friction, conflict, dependency, or the appearance of favoritism; have the ability to be a "friendly professional" vs. a "friend"

- Reliability and consistency
  - Are consistently on-time and ready to work for scheduled shifts; is rarely absent for unforeseen reasons; are regularly engaged in any environment you find yourself in; are the type of person others can rely upon, so that they feel you "have their back"
- Ability to take joy and find satisfaction in the service and successes of others
  - Can recognize that the measure of your success is how successful others are around you; are driven by the desire to do well for the sake of doing well; can recognize the value of positive developments / advances over set-backs or difficulties; sharing your joy of a person's success with that person, as well as others
- Patience
  - Demonstrate sensitivity to the needs of others with the use of appropriate mannerisms and actions; responds to behaviors of others without becoming frustrated; finds the right channels or circumstances to express frustration
- Ability to compromise and work effectively with others
  - Ability to seek someone else's perspective; ability to get beyond petty differences; ability to understand the needs of others, and how to reconcile them with your needs; avoiding aggressive or passive-aggressive responses to situations of conflict; recognizing the strengths of others, and when to engage them; ability to work collaboratively as a team to achieve a common goal
- Ability to take direction from others (including your supervisor)
  - Being open to feedback, and willing to act upon it; respond positively when directions are given; not having to be told multiple times to do, or how to do, something; ask questions when you don't understand; know how and when to challenge direction (such as when someone might not have all the information)

**What things we will hold you accountable for, and how we will measure them**

Once per quarter, your manager will assess the impact you are having in the workplace, by using a 5-point scale to answer each of the following questions:

- How effectively you perform the daily tasks of your position
- How well you are meshing with your coworkers / teams

	<ul style="list-style-type: none"> <li>• How effectively you communicate with others</li> <li>• How effective you are at prioritizing and managing multiple tasks at the same time</li> <li>• How consistently you make the best decision when confronted with a problem or unexpected circumstances</li> <li>• How well you support the needs of the people we serve</li> </ul>
<p><b>The individual tasks you will be regularly performing</b></p>	<p>While the ways you demonstrate and use your essential character attributes will determine how effective and how successful you are in your role, you are expected to apply them to the performance of specific tasks that are critical to your role. While other responsibilities may be assigned to you by your employer, examples of these tasks include:</p> <ul style="list-style-type: none"> <li>• Manage site-based responsibilities <ul style="list-style-type: none"> <li>○ Implement daily engagement schedules that provide active treatment throughout the day, and aligns with the served person's CSSP.</li> <li>○ Develop skills groups</li> <li>○ Plan/develop training schedule</li> <li>○ Recognize and respond to changing priorities</li> <li>○ Provide support and direction to substitute staff</li> <li>○ Support the completion of contract work to maximize person served involvement and to meet employer standards</li> <li>○ Provide personal care supports based on the individual needs including toileting and feeding</li> <li>○ On-call driving</li> <li>○ Complete site van maintenance including weekly safety inspections</li> <li>○ Ensure afternoon transportation is managed (van duty, metro rides)</li> <li>○ Ensure end of day supervision needs are met</li> </ul> </li> <li>• Manage a community jobsite <ul style="list-style-type: none"> <li>○ Understand employer's job expectations, match them to abilities of people we serve, and design / provide training to align the two; provide clear direction to persons served, along with consistent feedback regarding performance; act as a relationship manager between employer and TSE; Conduct worksite orientation for back-up employment specialists; create / implement coworker inclusion plan to integrate persons served into employer's workplace culture; ensure that jobsite activities align with the person-centered plan.</li> </ul> </li> </ul>

- Manage community integration activities that align with person-centered plans
  - Identify/develop activities/environments that meet the person's interests
  - Identify/develop volunteer opportunities that meet the person's interests
- Ensure safety
  - Follow safety policies and procedures
  - Follow universal precautions
  - Maintain a constant awareness of environment/hazards
  - Provide appropriate supervision based on the person's plan, including the SMA/IAPP, as well as community / situational needs.
  - Follow TSE medication procedures
  - Provide behavior/social supports
  - Maintain a clean and healthy environment
  - Manage the health/medical support needs of the person
  - Maintain building upkeep and complete safety checklist
- Maintain current and comprehensive work knowledge
  - Maintain required certifications
  - Attend required trainings/make up as required
  - Demonstrate competence by applying lessons and training on a consistent and appropriate basis
- Complete required documentation in a timely, thorough, and clearly written manner
  - Payroll / attendance
  - Medical related
  - Job-site related
  - Behavior related
  - Event reports, such as incident, VA , and seizure
  - Person-centered planning documents
- Arrange transportation for those we serve
  - Understand available transportation options, and which are appropriate both to the person served, as well as to the scheduled daily activities
  - Understand the procedure to engage appropriate transportation / assistance where necessary
  - Communicate the chosen transportation plan to everyone who might have a need to know

	<ul style="list-style-type: none"> <li>• Be reliably prompt, present, and ready to work for all scheduled hours</li> </ul>
<p><b>Who supervises you, and who do you guide</b></p>	<p>In your role, will be supervised by the Services Coordinator with guidance provided by Services Coordinator Assistant and Production Assistant.</p> <p>And although your role has no direct reports, you will guide and work closely with the people we serve.</p>
<p><b>The working conditions in which your role will be performed</b></p>	<p>Your role will work predominantly indoors, but you will occasionally need to be outdoors for various periods of time during all climates and conditions.</p> <p>In performing your role, you will regularly be doing the following things:</p> <ul style="list-style-type: none"> <li>• Lifting up to 40 pounds using proper lifting techniques</li> <li>• Reaching, twisting, bending, and stooping up to 50% of the time to perform tasks (this percentage may increase to 75% when working with persons served), including the physical management / assistance of people</li> <li>• Ability to walk/stand and move between a sitting and standing position frequently throughout the day</li> <li>• Driving to and from training sites and job sites (a valid driver's license and reliable transportation is required). Transporting persons served as needed in TSE vehicles or personal vehicles. Cover transportation routes when back up is needed.</li> <li>• Writing / keyboarding / data entry up to 25-30% of the time</li> </ul>