

## FAVARH Job Description

**Title:** Manager Employment Services – Contract Services  
**Department:** Employment Services  
**Reports To:** Director, Employment Services  
**FLSA Status:** Exempt – minimum 40 hours weekly

### Summary

This position is responsible for the ongoing supervision and management of the daily CONTRACT SERVICES business operations and habilitative programming with an emphasis on customer service and quality assurance and the facilitation of department systems and the oversight of program facilities, equipment and overall implementation of policies and procedures. Individual is expected to identify opportunities for efficiency improvements in department service systems and is actively involved in the organization and implementation of project assignments and special events.

### Essential Functions and Expectations

- Energetic/resourceful person committed to developing and maintaining Employment opportunities for program participants.
- Thorough understanding of habilitative programming principles and **ability to balance the needs of the CONTRACT SERVICES business with the support needs of the participants is critical.** Promotes an environment of respect and dignity.
- Excellent customer service skills required. **Previously demonstrated ability to overwhelmingly exceed business partners' expectations.**
- Previous management and supervisory experience a must. **Able to demonstrate positive and effective leadership skills necessary for team building.**
- Ability to manage multiple documentation systems; exhibits strong computer and organizational skills.
- **Excellent communication, interpersonal skills and public speaking capabilities** coupled with math and writing skills.
- Ability to organize projects, coordinate staff resources, coordinated program events/functions, and develop community contacts. **Expectation of flexibility in weekly schedule to network after hours.**
- Ability to coordinate and/or chair supervisory and Agency committee meetings.
- Certification or the ability to become certified in medication administration, First Aid, CPR, and any additional certifications necessary for the position.

### Other Duties

- Participate in special events and fund raising activities as assigned.
- Participate on committees as assigned.
- Participate in Intake and other IDT meetings as required.

- Attend in-service trainings related to the position.
- Assists in training staff, respite workers, etc. as assigned.

### **Knowledge, Skills and Abilities, and Other Characteristics**

- **Organizational:** Ability to manage multiple tasks concurrently and keep internal customers informed of progress. Ability to think clearly and quickly under pressure.
- **Customer Service:** Be sensitive to varying levels of understanding and always provide excellent customer service, adapting to individual needs.
- **Getting Information:** Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Documenting and Recording Information:** Entering, transcribing, recording, storing, or maintaining information in written and electronic form.
- **Organizing, Planning, and Prioritizing Work:** Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **Updating and Using Relevant Knowledge:** Keeping up-to-date technically and applying new knowledge to the job.
- **Communicating with Supervisors, Peers, and Other Staff:** Providing information to supervisors, co-workers, and other staff by telephone, phone texting, in written form, e-mail, and in person.
- **Identifying Objects, Actions, and Events:** Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Establishing and Maintaining Interpersonal Relationships:** Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Performing Administrative Activities:** Performing day-to-day administrative tasks such as, but not limited to, maintaining information files and processing paperwork.

### **Education**

Bachelor's Degree in related field and 1 year work experience in the Human Services field, or Associates Degree in related field and 3 years work experience in the Human Services.

### **Experience**

Strong background in business relationship development, current and thorough familiarity with the Farmington Valley (surrounding towns) business communities. Sales experience a plus. Working knowledge of adults with special needs essential.

### **Abilities**

**Oral Comprehension/Expression:** Ability to listen to and understand information and ideas presented through spoken words and sentences; communicate information and ideas in speaking so others will understand

**Written Comprehension/Expression:** Ability to read and understand information and ideas presented in writing; communicate information and ideas in writing so others will understand

**Speech Clarity:** Ability to speak clearly so others can understand you and Deductive Reasoning ability to apply general rules to specific problems to produce answers that make sense.

**Deductive Reasoning:** Ability to apply general rules to specific problems to produce answers that make sense.

**Work Style**

Individual must possess integrity, demonstrate initiative/attention to detail, dependable/reliable, ability to deal effectively with ambiguity and problem solve effectively; flexibility/adaptability.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties. The noise level in the work environment is usually moderate.

I have received a copy of my job description and understand my job responsibilities, and I am able to perform the essential requirements of my job.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Employer

\_\_\_\_\_  
Date