



## THE ARC SAN FRANCISCO

<b>JOB TITLE</b>	Service Manager, Job Development & Employment Services	<b>PAY RANGE</b>	\$25.99
<b>REPORTS TO</b>	Associate Director of Workforce Development	<b>STATUS</b>	Regular, Full-time
<b>FLSA</b>	Non-Exempt	<b>STANDARD WK HOURS</b>	37.5

### ORGANIZATIONAL SUMMARY:

The Arc San Francisco is a non-profit service and advocacy organization for adults with autism, Down syndrome, cerebral palsy, intellectual and developmental disabilities and their families living in San Francisco and San Mateo counties. We currently serve a varied group of over 600 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity and quality. Our goal is to provide the supports that enable people with developmental disabilities to maximize their potential, live meaningful lives and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating a more informed, diverse and inclusive society.

### POSITION SUMMARY:

The Service Manager of Job Development & Employment Services will arrange, coordinate, monitor, mentor, and ensure all delivered services by the Employment Specialist and Job Coach teams meet the needs of Arc participants. The position is responsible for aligning the day-to-day operations of the teams to achieve key performance indicators determined by the Employment Services leadership team and liaises with the Job Development team to ensure for the quality, quantity, and effectiveness of participant outcomes including hiring, promotion and career advancement. The Service manager of Job Development & Employment Services will also develop and maintain relationships with employers, referral partners and funders, and lead training with employers in development of a neurodiverse workforce.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise, train, and manage a team of Employment Specialists and Direct Support Professionals/Job coaches.
- Coordinate across service areas (San Francisco, San Mateo County, Marin County, East Bay and South Bay).
- Work in conjunction with the Intake Department to manage waitlists, caseloads, and timely requests of authorizations and purchase of services for employment services.
- Liaise with Employment Service Managers, Internship Coordinators, Intake Coordinators to ensure placements are aligned to job coach coverage, participants are tracking towards career goals and identifying when employment services need to be revisited to enable promotion or transition in/out of position.
- Develop and maintain relationships with employers and referral partners and lead onsite training of management and information sessions.
- Maintain employer and engage existing partners to develop integrated paid job opportunities, matched carefully to participant interests, career goals, and work strengths.

- Develop and maintain positive relationships with funders, community partners and business partners.
- Be a point of contact for Department of Rehabilitation Counselors, regional center case managers, family members and other stakeholders.
- Work with employers where participants are in follow-along to increase number of jobs in the business, upgrade jobs, and expand hours.
- Obtain and maintain updated information of changes with Social Security regulations.
- Conduct annual performance evaluations and authorize payroll for supervised staff.
- Plan regular individual supervision meetings with supervisees.
- Be a technology ambassador for staff, providing training and support as needed.
- Ensure Employment Specialists and Job Coaches (DSPs) meet daily/weekly/monthly utilization goals and track and complete performance metrics and reports.
- With fellow Service Managers, develop agenda for and co-lead staff meetings.
- Support Employment staff in developing appropriate, meaningful goals for ISP using Person-Centered Thinking Tools.
- In conjunction with fellow Service Managers, manage daily operations in Job Development/Employment Services
- Provide Job Development/Employment services for up to 20 hours per month.
- Develop, train, teach and support staff in creating job readiness curriculum for Job Development participants, Transition Aged Youth (TAY) programming and content development for The Arc's Hub page.
- Coordinate and facilitate glue meetings and annual Individual Service Plan (ISP) meetings as needed.
- Coordinate and facilitate participant Interdisciplinary Team (IDT) meetings as needed.
- Ensure participant files and databases, such as but not limited to, SharePoint, Salesforce, Office of Employment Workforce Development portal, Project Search/VocFit and other databases, are up to date.
- Participate in community relations and ambassadorship activities, e.g. resource fairs, networking events, job fairs, as needed.
- Participate in mandatory and relevant meetings, seminars and conferences at The Arc and pertinent agencies.
- Conduct, complete and ensure all paperwork required of participant file reviews as stated by CARF and other funders best practices.
- Provide necessary information and updates to the Advancement Department.
- Assist with other responsibilities as assigned.

<p><b>Key Competencies:</b> To perform the job successfully, an individual should demonstrate the ability to exhibit the following competencies:</p>
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| <ul style="list-style-type: none"> <li>▪ <b>Communication:</b> Speaks clearly and effectively, is thoughtful, persuasive; writes clearly and informatively; varies communication style to meet need of audience</li> <li>▪ <b>Knowledge:</b> Possesses technical knowledge required to do the job including knowledge of the developmentally disabled population.</li> <li>▪ <b>Judgment:</b> Exhibits sound and accurate judgment; can clearly explain reasoning for decisions; includes appropriate people in decision-making process; demonstrates persistence and overcomes obstacles</li> <li>▪ <b>Adaptability:</b> Adapts to changes in work duties and organizational structure</li> <li>▪ <b>Problem Solving:</b> Identifies and resolves problems in a timely manner, works with others to solve complex problems.</li> <li>▪ <b>Customer Service:</b> Ability to work comfortably with diverse populations, with sensitivity to issues concerning developmental and all disabilities. Responds efficiently and cordially to requests for service and assistance interdepartmentally.</li> <li>▪ <b>Professionalism:</b> Reacts well under pressure; treats others with respect and consideration; follows through on commitments</li> <li>▪ <b>Dependability:</b> Completes tasks on time; takes responsibility for own actions; can be relied upon</li> </ul> |
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- **Strategic Thinking:** Develops strategies to achieve organizational goals; identifies external and internal issues and opportunities; adapts strategy to changing conditions
- **Acumen:** Understands implications of decisions on other areas of the organization; displays orientation to non-profit environment; aligns work with strategic goals
- **Leadership:** Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others
- **Innovation:** Displays original thinking and creativity; meets challenges with resourcefulness; develops innovative approaches and ideas
- **Professional Expectations:** Demonstrated ability to fulfill The Arc's professional expectations of accountability, active collaboration, commitment, communication, diversity, and professionalism.

#### EDUCATION AND/OR EXPERIENCE

- Bachelor's Degree preferred.
- At least three (3) years of proven job development, recruitment, vocational counseling, or relevant experience preferred.
- Experience working with employment goals and working in workforce development desired, but not required.
- Preferred one (1) year staff supervisory experience.
- Strong administrative, communication and computer skills required.
- Experience working with individuals with developmental disabilities preferred.
- Experience working in professional settings preferred.
- Valid California Driver's license, clean motor vehicle report, and acceptance as a covered driver by The Arc's auto insurance company.

#### PHYSICAL DEMANDS:

Repetitive keyboard use; phone use, walking, standing, bending stooping and direct client interaction.

*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.*

#### WORK ENVIRONMENT:

This position is primarily located at 1500 Howard Street, San Francisco, however, may require traveling to off-site meetings as required.

*The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for personnel so classified.*

#### EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.

**The Arc San Francisco is an Equal Opportunity Employer**

#### APPLICATION PROCESS:

Please send cover letter and resume explaining related experience to:

Email: [jobs@thearcsf.org](mailto:jobs@thearcsf.org)

**Or by US Mail:**

The Arc San Francisco  
Attn: Human Resources Department  
1500 Howard Street  
San Francisco, CA 94103

**FAX: 415/268-4020**