

Services To Enhance Potential 2941 S. Gulley Road, Dearborn, MI 48124  
Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.

## **Outreach Coordinator**

### **QUALIFICATIONS:**

- Education:** Benefits Counseling certificate or ability to obtain certification. High School Diploma required. Minimum of Associate's degree in vocational or human services, business, or related field preferred.
- Experience:** Two (2) years successful management and supervisory experience. One (1) year management in a human services or related field. Proficient in Microsoft Office.
- Licensure:** Valid Michigan Driver License.
- Status:** Non-union, Non-Exempt

### **PRINCIPAL FUNCTIONS:**

Responsible for outreach, education and service delivery around employment, benefits planning and self-advocacy. Maintain, supervise, coordinate, evaluate, and monitor group sites, i.e., worksites, volunteer sites, mobile crews, and related activities. This position involves oversight of multiple locations and varied hours of operation.

### **DUTIES AND RESPONSIBILITIES:**

#### **Essential Functions:**

- Provide services focused on explaining how employment will affect Social Security Administration (SSA) benefits including: SSI, SSDI, and associated healthcare benefits including Medicare and Medicaid.
- Provide information to customers and stakeholders for the transition to work without jeopardizing benefits and the importance of reporting wages to avoid benefit overpayments.
- Supervise, hire, recommend discipline of department staff and Contingent/Temporary Skills Trainers.
- Monitor and ensure quality services are delivered to individuals receiving support and services, including individuals participating in any Employer of Record, Workplace to Success Internship Sites, or Skill Building Program.
- Support and assist persons served to achieve community inclusion, participation, independence, and productivity.

- Build positive rapport and work professionally with family members, care providers, and others that are identified by the individual in developing vocational and community-based opportunities.
- Develops and leverages internal and external partnerships and networks to maximize the achievement of business goals by leading key community outreach and involvement initiatives, engaging key stakeholders.
- Represent STEP in the community and provide information regarding STEP programs and services.
- Present to individuals, schools, transition staff regarding the benefits and implications of work.
- Support individuals in self -advocacy and Peer Mentoring.
- Provide worksite analysis for all potential job openings.
- Market the individual to the employer and create employment opportunities through job carving and Customized Employment when appropriate.
- Observe, record, and report the performance and interactions of persons receiving services. Correct work-related problems in conjunction with the individual, employer, and Supports Coordinator.
- Act as liaison to employers for persons receiving services on the caseload, providing information and assistance with regards to the person receiving services, accommodations, and relevant laws and regulations.
- Solicit and manage referrals from all sources, i.e., MCCMH, DWIHN, referral agencies, Michigan Rehabilitation Services (MRS), Bureau of Services for Blind Persons (BSBP,) etc.
- Problem solve and utilize all resources available to assist job developers to accomplish employment goals.
- Ensure conformance to MDHHS, MRS, BSBP, MCCMH, DWIHN, Medicaid, and CARF standards.
- Adhere to all STEP policies and procedures.
- Prepare and submit all required records, documents, and reports on a timely basis.
- Maintain a personal vehicle for use in performing job duties.

**Marginal Functions:**

- Participate on assigned board and agency committees.
- Participate in training regarding benefits and rehabilitation developments locally/nationally and evaluate concepts and techniques for implementation at STEP.
- Coordinate and supervise student educational field placements, volunteers, trainees, and aides.
- Assume any other duties and responsibilities as assigned.
- Provide coverage for positions supervised as needed.

The statements made herein are intended to describe the 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 of personnel so classified.