



Job Title: Vocational Specialist
Department: Hope House
Supervisor: Vocational Services Manager
Location: Hope House – 720 Vassar Dr NE, Albuquerque, NM 87106
Hourly Rate: \$15.38 - \$18.26 per hour (dependent on experience), plus employer paid benefits
FTE Status: Part-Time Non-Exempt (20 hours per week)

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

ABOUT CROSSROADS FOR WOMEN AND HOPE HOUSE

Crossroads for Women works to break destructive cycles and support women to build their lives. Hope House, a therapeutic community in Albuquerque, provides comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration. Women receive support in building healthy, stable, and self-sufficient lives in the context of their family, community, and culture. Recognized by the New Mexico Legislature for outstanding services to the community, Crossroads for Women operates on a \$2M annual budget, with a staff just shy of 40 people and many community volunteers in four locations across central New Mexico.

POSITION SUMMARY

The Vocational Specialist is responsible for ensuring the overall effectiveness of vocational services at Hope House, a program of Crossroads for Women. This position requires a high degree of independent decision-making. The Vocational Specialist plans and oversees Vocational Program development and administration as part of ensuring the integrity and success of the Vocational Program and services.

Together with other members of the staff team, the Vocational Specialist will:

- Collaborate with staff on multiple aspects of vocational services including direct provision of vocational assessment and service plan review with clinical team
- Provide services including crisis intervention and emergency services, ongoing assessment, contributes in the development of service plans in conjunction with appropriate staff members and clients, including discharge planning
- Provide support and encouragement for clients in fulfilling Service plans and achieving goals
- Ensure services comply with service goals and objectives, organization mission and philosophy and the parameters of Federal, State and local funding and agency guidelines
- Develops relationships with prospective employers in the provider and business community

- Responsible for grant compliance and monthly reporting in area of vocational services.

REQUIREMENTS

Education

- Bachelor's degree in Human Services or related field; plus, a minimum of two years working professionally in a related field
- OR Six years of directly related employment experience in lieu of education

Knowledge

- Requires knowledge and belief in trauma-informed, gender specific, and culturally competent service delivery
- Experience in the provision of vocational training, assessment, counseling and coaching
- Knowledge of community resources, with particular emphasis on state and federal benefit, vocational, educational and disability programs

Qualities

- Ability to work effectively in a rapidly changing, multi-task, crisis oriented environment
- Ability to work independently and as part of the team to ensure that the highest quality and most relevant aspects of the job and services are provided to clients
- Conduct relationships in such a way as to promote mutual respect, public respect, and improvement of services
- Must possess a valid New Mexico driver's license, a clean driving record, and proof of insurance; able and willing to travel locally as needed
- This position is subject to Criminal Background Check (post-offer)

Skills

- Must be proficient in the following administrative areas: meeting facilitation skills; utilization of Microsoft Office applications (Word, Excel, and Access); and written and verbal communication skills
- Strong attention to detail, well organized and a commitment to treating others with respect
- Willing to work to support the overall mission of the organization
- Ability to adhere to strict standards of confidentiality

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires long periods of computer usage including typing and viewing a monitor. The employee frequently is required to use hands, fingers to handle and feel. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face to face. 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.

GENERAL STATEMENT OF DUTIES

Essential Functions

This list is not exhaustive and may be supplemented as necessary.

Program Oversight – 20% of time

1. Provides vocational services to assigned clients including vocational assessment, counseling, plan development, placement, and support in maintaining employment and or educational placements and transportation of clients for vocational services when needed.
2. Develops expertise in accessing other vocational programs and services in the community, interacts with those agencies, and develops contacts and/or protocols for effectively working with other agencies.
3. Collaborate with other Vocational Specialists to develop and maintain community outreach amongst all Crossroads for Women programs.
4. Designs and implements vocational training and resources for the day program and day program site in coordination with day program staff.
5. Participates in the development of vocational programming including the design, development, and implementation of new program components.
6. Represents the agency in the provider community and the broader community in the area of vocational services.
7. Participates in Crossroads activities including meetings, special events, fund raising activities, and others.

Clinical – 55% of time

1. Meets with all new clients within first 30 to 90 days to conduct an initial assessment of vocational needs and goals.
2. Participates in development of service plan including the development of on-going goals and objectives relating to financial, vocational and educational needs of clients.
3. Documents case progress of assigned clients through case notes and monthly reporting.
4. Maintain accurate documentation systems/data base which assures compliance with program process, objectives and reporting.
5. Develops job opportunities in the community for placement of assigned clients.
6. Accompanying clients to appointments as needed.
7. Facilitates weekly vocational groups in residential and nonresidential settings.
8. Actively problem solves and coaches clients who encounter challenges in areas such as employment, returning to school and understanding federal, state and disability benefits.
9. Assists clients in exploring their vocational options; works to decrease or eliminate obstacles to gainful employment, trainings or return to school.
10. Coordinates vocational services with clinical staff.

Administrative – 20% of time

1. Prepare daily/monthly/quarterly/annual reports and documentation as required and in a timely fashion to meet funding and agency requirements.
2. Maintain accurate records and other documentation of client care services and activities in accordance with agency standards including; case notes, client surveys and outcome data.
3. Ensures compliance with agency requirements and meet or exceed state, federal or agency clinical standards.
4. Attends training and staff meetings, as required.
5. Attends community meetings and committees on behalf of and in support of Crossroads as assigned.
6. Abide by confidentiality standards required by Crossroads, State and Federal statutes.

Other – 5% of time

1. Participate in agency-wide meetings, events, and initiatives as necessary.
2. Assist with the maintenance of a safe, clean and organized work place.
3. Assume other responsibilities as assigned.

Crossroads for Women is an Equal Opportunity Employer. If interested please email your resume, cover letter, unofficial transcripts, and three professional references to: employment@crossroadsabq.org or send the same to Crossroads for Women, Attn: Employment, 805 Tijeras Ave NW, Albuquerque, NM 87102.