

Disability Program Navigator

Job Description

Workforce Opportunity Council, Inc.

The Workforce Opportunity Council, Inc. is a non-profit organization charged by its oversight body, the New Hampshire Workforce Opportunity Council, with evaluating, planning and setting policy direction for NH's workforce development system. The Council is committed to fostering a highly skilled and flexible workforce that ensures a competitive advantage for NH businesses and creates opportunities for the underemployed to get on career paths that lead to self-sufficiency.

Position Summary

The Disability Program Navigator (DPN) position is designed to work with managers and staff of all NH Works Center partner agencies to enhance their ability to fulfill career objectives for job seekers with disabilities. DPN activities will not duplicate the roles of the other agencies in the NH Works partnership in serving the community.

Work Examples

- 1) Maintain positive working relationships with state and local Community Disability Advocacy Organizations, NH Works Partner agencies, Business Organizations, Social Security and Granite State Independent Living Benefits Planners, and representatives from the local Social Security office.
- 2) Conduct outreach and provide direct assistance to people with disabilities, including SSA disability beneficiaries, who visit the NH Works Centers.
- 3) Effectively present information to the public (business groups, disability groups, other agencies, local government) on employment services, Social Security incentives, job accommodation, and benefits of employment of persons with disabilities.
- 4) Serve as a point of expertise on programs and services that impact the employment or employability of people with disabilities such as health care options, transportation and housing supports.
- 5) Provide or facilitate training to NH Works Center personnel on issues and programs related to people with disabilities such as information on assistive technologies and accommodations.
- 6) Assist people with disabilities, including SSA beneficiaries and transitioning youth, prepare for, find, or retain employment by collaborating with mandated and non-mandated WIA partners and agencies.
- 7) Serve as the Center expert and coordinator on SSA work incentives, including Ticket to Work, linkages to SSA field offices, SSA Benefits Planning, Assistance and Outreach (BPAO) counselors, SSA demonstration projects, and Employment Networks.
- 8) Assist SSA beneficiaries in understanding the impact of earnings on SSA and other program benefits.
- 9) Serve as a resource to Center staff in physical and technological access to Center services and information.

- 10) Read and apply technical material related to services provided by the NH Works Center system agencies, and Social Security Administration, under the direction of the Senior Workforce Development Director.
- 11) Produce accurate, grammatically correct written and verbal answers to inquiries on client status and referral.
- 12) Understand and comply with regulations for information sharing that is relevant to each partner agency.
- 13) Participate in state-wide peer support and training activities established for NH Disability Plan Navigators. Facilitate and/or lead activities when called upon by peers.

Essential Functions

- 1) Working with others to complete projects and reports.
- 2) Functioning as an effective team member.
- 3) Applying a positive customer service attitude in all aspects of work.
- 4) Producing work that requires accuracy with few errors.
- 5) Applying personal ethics, honesty, initiative, flexibility, and responsibility in the performance of work assignments.
- 6) Maintaining regular attendance as required for producing a normal, timely flow of work.
- 7) Multi-tasking, ability to change from one task to another of a different nature without loss of efficiency or composure.

Qualification Requirements

The equivalent of six years of full-time business, community service, or disability related program experience at the local, regional, statewide, or national level. This can include roles involving economic, environmental, social, health care or disability program experience requiring knowledge in the following: program content, related community services, Social Security benefits/work incentives/eligibility/regulations, and program/treatment methods – demonstrated by these types of positions: vocational counselor, program administrator, program trainer, technical assistant, program consultant, social security benefits planner, disability related direct service provider, disability advocate

OR

An equivalent combination of education and experience, substituting 30 semester hours of accredited college course work for one year of the required experience with the maximum substitution of 4 years;

OR

An equivalent combination of education and experience substituting thirty semester hours of graduate level college course work in one of the fields listed below for each year of the required experience to a maximum substitution of two years:

Business Administration
Vocational Rehabilitation
Psychology
Health

Public Administration
Special Education
Education
Criminal Justice

OR

Direct personal experience with a combination of Social Security, Employment and Vocational Rehabilitation services as a customer or advocate, substituting one year of this experience for one year of the required experience for a maximum substitution of two years.

Other

Position is a grant funded full-time position, with benefits, lasting until approximately May 2009. Sustainability of the position after that date depends upon economic factors unknown as of the posting of the availability of this position.

Position reports to and is supervised by the Senior Workforce Director of the Workforce Opportunity Council, Inc.

The position will be based in a NH Works office, and requires sitting for long periods at a desk and potentially extensive computer work. Minimal lifting required. Significant in-state travel required; must have own reliable transportation. Occasional out-of-state and over-night travel required. Work-week is 40 hours per week with extra hours required when necessary.