



**Open Position:**

**Manager of Community Based Services**

**Title:** Manager of Community Based Services

**Department:** Deaf, Hard of Hearing and Low Vision

**Location:** Jersey City Area

**Basic Functions:**

Provides effective community-based employment services to assist individuals with hearing loss in obtaining and maintaining competitive employment that results in self-sufficiency and increased independence. Provides supervision and professional development to assigned team members, ensuring the delivery of outstanding and highly responsive internal and external participants' service with a high degree of flexibility and creativity. Ensures all services are being provided according to a person-centered approach that enhances the fundamental employment skill set for all individuals served.

**Essential Functions and Responsibilities:**

- Travel throughout the state of New Jersey.
- Flexible work schedule includes evenings, nights, weekends, and/or holidays to accommodate schedules of participants, employers, or other service activities.
- Communicates effectively with diverse populations.
- Works with staff and participants on a cross-disability basis.
- Supervises and develops assigned employees not limited to Job Coaches, Career Advisors, and Coordinators.
- Oversees the admission and discharge process of all participants to ensure records are maintained and successful outcomes are highlighted.
- Achieves a high level of participant and stakeholder satisfaction.
- Monitors the referral and intake process for all new participants, record-keeping an efficient record-keeping system
- Delivers services that achieve quality, utilization, outcome, and financial sustainability.
- Ensures all program services are consistent with regulatory standards.
- Partners with compliance on investigations of serious reportable incidents
- Reviews the services provided and documentation generated by all staff: Annual Employment Plans, Logs for pre-placement, intervention plans for intensive and LTFA, intakes, participant signoffs, and EOM reports.
- Ensure that documentation contained in participant's records meets accreditation requirements outlined by regulatory agencies.
- Maintains the caseload and waitlists, reports changes to the VP.

*To apply, email your resume to [apply@hce.works](mailto:apply@hce.works)*

*Position is Full-time, 401K, 401K Match, Medical, Vision, Dental, Life Insurance, FSA  
Shift days: Monday-Friday 8:00AM-4:00PM (Weekends as needed)*



- Collaborates with all management and interdisciplinary team members to ensure that employment opportunities are imparted in the clearest and most supportive ways; to assist all participants in reaching their fullest potential.
- Seek network opportunities in the community to promote the program
- Develops and cultivates relationships with The Commission of the Blind and Visually Impaired to expand program reach.
- Collaborates with the VP on implementing strategic goals and objectives for direct reports and developing staff to maximize potential.
- Collaborates with the VP on managing financials for FFS, Internship grant, and Innovation & Expansion grant to ensure that capacity and mission are being filled and maximized.
- Collaborates with the VP on grant opportunities that enhance opportunities and deliverables.
- Acts as liaison for all internal & external audits from stakeholders, & CARF.
- Regularly attends The Division of Deaf & Hard of Hearing meetings and acts as liaison for ENJ.
- Implements procedures and systems to maximize operating efficiency.
- Partners with The Division of Vocational Rehabilitation & One Stop Centers to increase opportunities for participants.
- Provide presentations to stakeholders on our services as well as grants we offer.
- Monthly meetings for DHHVI staff.
- Monthly supervisory for assigned staff.
- Interview candidates for open positions and provide new hire trainings. Coordinate their two weeks shadowing schedule with team.
- Ensures equipment are maintained and in proper working order.

### **Qualifications and Experience:**

- Bachelor's Degree in a related field, high school diploma, or equivalent required.
- Three years of related experience or 1 year of experience with a degree.
- Must be able to communicate an understanding of the needs of the business community and understand job performance assessments.
- Excellent, problem-solving, planning, and organization skills.
- Must be fluent in American Sign Language and knowledgeable of hearing loss, communication uses culture, and accommodations in the workplace.
- Must pass the SLCE test administered by DVRS
- Knowledge of disability civil rights legislation and law, including the ADA, acceptable hiring practices, and accommodations.

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