

## Health and Human Services Enterprise

### Position Description

**TO: Service Center Classification Office**

<b>I. POSITION DATA:</b>
Position Number(s):
Functional Job Title: <b>Business Relations Coordinator</b>
Class Title: <b>Program Specialist IV</b>
Class Number: <b>1573</b>
Salary Schedule/Group: <b>B20</b>
FLSA Status:
Work Location: <b>Various</b>
HHSAS Department Name: <b>DBS South Region and DRS Regions 1, 2, 3, 4, &amp; 5</b>
HHSAS Department ID Number: <b>Various</b>
Bureau/Facility/Division: <b>Division for Blind Services and Division for Rehabilitation Svcs.</b>
Agency: <b>Department of Assistive and Rehabilitative Services (DARS)</b>
<b>II. IMMEDIATE SUPERVISOR OF POSITION:</b>
Supervisor's Name:
Supervisor's Employee ID Number:
Supervisor's Position Number:
Supervisor's Phone Number:
<b>III. GENERAL DESCRIPTION:</b>
<p>Brief Job Description:</p> <p>The Business Relations Coordinator (BRC) is selected by and reports to the Regional Director in the Division for Rehabilitation Services or the Field Director in the Division for Blind Services. The BRC is responsible for leading a regional Outreach Service and Coordination (OSC) team and serving as a consultant to businesses to promote and develop business relationships that result in the employment of people with disabilities. This position provides highly complex (senior level) consultative services and technical assistance on all aspects of business development and marketing aligned with employers' initiatives and agency strategic objectives. Work involves planning, developing, and implementing major employment programs and providing consultative and technical assistance to program staff, units of state and local government, community organizations, and employers. Provides employment related service to businesses to establish potential employment opportunities for consumers with disabilities. Provides training and guidance to agency staff, state and federal governmental agencies, and community organizations related to business needs and consumer job readiness. Works in collaboration with agency staff to meet business relations objectives.</p> <p>Works under minimal supervision, allowing for a high degree of latitude for judgment and independent decision making.</p> <p>Travel is required 75% of the time.</p>
<b>FOR SERVICE CENTER CLASSIFICATON OFFICE USE ONLY</b>
Approved By:
Date Approved:

**IV. ESSENTIAL JOB FUNCTIONS (EJF):** List in order of importance the essential job functions. Following each EJF, indicate in parentheses ( ) the percentages of time spent. Percentages should be in increments of 5% and not exceed 100%.

Attends work on a regular and predictable schedule in accordance with agency leave policy and performs other duties as assigned.

Oversees the coordination of marketing strategies and activities about agency's vocational rehabilitation program to community, professional, and business groups to create and maintain interest and involvement by employers and local government. Oversees implementation of related program performance measures and monitors resulting performance reports. Develops, plans, leads, and participates in business symposiums, expos, and job fairs to enhance awareness of agency employment services. Develops and implements interagency collaboration efforts and strategies with agency stakeholders (workforce boards, disability coalitions, advocacy organizations, etc.) to increase employment opportunities for consumers with disabilities. Consults and collaborates with program staff to plan and develop productive business relationships in selected geographic area for people with disabilities through outreach and disability awareness. (20%)

Develops, implements, and evaluates a focused, statewide employer relations strategy that identifies the needs of businesses and helps job seekers develop the skills necessary to meet those needs. Oversees worksite evaluations, including assistive technology assessments, job analysis, job accommodation assistance and diversity presentations. Oversees and participates in the development of business operational plans, best practice guides, accommodation resources, accessible materials, and procedure development for businesses. Conducts training to provide guidance to employers as they retain, recruit, or hire people with disabilities. Provides consultation, support, or resources to assist with developing strategies to support the integration of employees with disabilities. (25%)

Oversees and/or provides technical assistance and support services to assist with employer needs regarding retention, recruitment, and hiring (job posting announcements, candidate screening, job order matching and vacancy referral, etc.) to establish practices to continue employment or develop potential employment opportunities for consumers with disabilities. Develops, maintains, and conducts job preparation training programs designed to prepare consumers with disabilities for employer expectations, job responsibilities, and duties of target occupation. Reviews and analyzes assigned program area functions and operations to identify areas needing change, and develops plans to improve program or address area of concern. Oversees and/or conducts job placement follow-up activities to maintain continued consumer adjustment. Consults with businesses to facilitate job retention solutions involving employees with disabilities whose jobs may be impacted due to disability. Analyzes business needs, identifies appropriate agency resources, and implements solutions. (20%)

Analyzes agency training needs (regional and statewide) and designs, develops and revises training. Provides training and technical assistance to agency staff and contractors to increase capacity, knowledge, awareness, and understanding of external business environment and strategies/best practices to develop effective business relationships with business partners and community organizations to increase employment for people with disabilities. Analyzes labor market information to identify job trends and develops action plans to promote strategic placement activities for targeted job openings. Analyzes caseloads to identify job-ready consumers with disabilities, their vocational goals, placement trends, and target businesses to identify consumer job opportunities. Oversees related training, policy development, and program assessment activities. (25%)

Develops the business relations strategic plan, including goals and performance measures. Develops and tracks internal performance measures, including the number of employers contacted, the number of services provided, and the number of consumers employed due to outreach efforts. Assesses performance measures to identify gaps to recommend and implement improvements to increase employment outcomes for consumers with disabilities. Collects, maintains, organizes, analyzes, and /or prepares business relations data in response to requests for program information and reports. Provides technical assistance and training to agency employees on agency tracking system that maintains data on business relations activities relating to consumers with disabilities. (10%)

**Total Time Spent:**

**100%**

**V. LICENSURE, CERTIFICATION, OR REGISTRATION REQUIRED:**

List the licensure, certification, or registration required to perform this job:

N/A

**VI. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

List the knowledge, skills, and abilities critical to performance in this position:

- Knowledge of federal/state law on services related to disability/program assignment including the Rehabilitation Act as amended and the Workforce Innovation and Opportunity Act
- Knowledge of the consumer services programs
- Knowledge of assigned disabilities and related program areas.
- Knowledge of the vocational rehabilitation process
- Knowledge of applicable community, business, and governmental resources
- Knowledge of effective marketing techniques
- Knowledge of key barriers to employment for people with disabilities
- Knowledge of appropriate rehabilitation interventions to ensure long term successful employment of agency consumers with disabilities
- Skill in operating a computer and various supporting software packages
- Skill in organizing resources and establishing priorities
- Skill in working with individuals with disabilities, as well as skill in sensitive, respectful and effective communication with people of diverse cultures and languages
- Skill in establishing and maintaining effective and efficient working relationships
- Skill in identifying measures or indicators of program performance
- Skill in public speaking and presentations.
- Skill in applying techniques in planning objectives that include strategies, time lines, measureable results, and monitoring and control procedures with evaluative data to accomplish goals
- Skill in identifying and solving problems which includes identifying dimensions of a problem, determining potential causes, and specifying alternative solutions
- Skill in analysis, interpretation, and use of management information systems
- Ability to organize and manage several projects simultaneously
- Ability to communicate effectively, both orally and in writing
- Ability to work efficiently as an individual and in a team environment
- Ability to gather, assemble, correlate, and analyze facts
- Ability to devise solutions to problems
- Ability to prepare reports

**VII. ENVIRONMENTAL/HAZARD DEMANDS OF ESSENTIAL JOB FUNCTIONS:**

**Place an 'X' after all work site and environmental conditions that apply to this job.**

**A. Working:**

Travel (indicate % of time): %	Irregular hours.
Indoors. <b>X</b>	Outdoors.
On ladders or scaffolding.	With sharp instruments.
With moving vehicles/objects.	With hands in water.
Around machines with moving parts and objects.	With fire, boilers, or large hot stoves.
Other (specify):	

**Place an 'X' after all work site and environmental conditions that apply to this job.**

**B. Exposure to:**

Excessive heat.	Excessive cold.
Excessive humidity.	Excessive dampness.
Dry atmosphere.	Excessive noise.
Constant noise.	Dust/mites.
Fumes, smoke, or gases.	Grease, oils, and combustibles.
Acidic/caustic solutions.	Silica, asbestos, etc.
Cleaning supplies/abrasives and solvents (degreasing agents).	Pesticides.
Human blood, body fluids, tissue or wastes.	Animal blood, body fluids, tissue or wastes.
Biomedical waste.	Biological agents.
Electrical energy.	Radiant energy.
Vibration.	Other (specify):

**VIII. PHYSICAL DEMANDS OF ESSENTIAL JOB FUNCTIONS:****A. Enter the maximum number of pounds required in the next four blocks:**

Lifting (indicate number of pounds):	Carrying (indicate number of pounds):
Pulling (indicate number of pounds):	Pushing (indicate number of pounds):

**B. Place an 'X' after all physical demands required to perform the essential job functions.**

Repeated bending.	Reaching above the shoulder.
Simple grasping.	Dual simultaneous grasping.
Finger/manual dexterity.	Sitting.
Standing.	Walking.
Crawling.	Twisting upper body.
Kneeling.	Stooping.
Climbing stairs.	Climbing ladders.
Vision.	Hearing.
Other (specify):	Other (specify):