

TransCen, Inc.

Job Posting: Ticket To Work Program Coordinator

(SSA & Work Incentives Focus)

Location: Remote Position

Employment Type: Full-Time

About Us

At **TransCen, Inc.**, we believe employment changes lives—and systems. As a national nonprofit with decades of leadership in disability employment, we partner with individuals, employers, and systems to advance meaningful work and full community inclusion for people with disabilities.

As an approved **Social Security Ticket to Work Employment Network (EN)**, we support SSA beneficiaries to increase earnings, navigate work incentives, and make informed choices about work and benefits. We're now looking for a **Ticket to Work Program Coordinator** who knows the SSA landscape and wants to use that expertise to drive real outcomes.

If you're someone who understands the nuance of SSDI/SSI, gets excited about clean documentation and compliant claims, and cares deeply about helping people move forward with confidence—this role is for you.

The Role

The **Ticket to Work Program Coordinator** leads the day-to-day operations of TransCen's Employment Network. You'll oversee the full TTW lifecycle—from outreach and enrollment through service coordination, compliance, and Milestone/Outcome revenue.

This is a hands-on, high-impact role for someone who enjoys being the *go-to* SSA/TTW expert, ensuring beneficiaries receive high-quality, timely supports while keeping our EN strong, compliant, and financially sustainable.

What You'll Do

Program Operations & Compliance

- Lead the full TTW workflow: outreach, intake, eligibility verification, Ticket assignment, IWP development, service coordination, and milestone/outcome tracking.
- Ensure compliance with SSA TTW regulations, documentation standards, PII/PHI safeguards, and audit readiness.
- Use the **Ticket Portal/Provider Portal** to manage assignments, update IWPs, submit and track Milestone/Outcome claims (including ePay), and reconcile payments.

SSA & Work Incentives Expertise

- Coordinate benefits planning supports (internally or through WIPA partners) so beneficiaries clearly understand work incentives and the impact of earnings on SSDI/SSI.
- Translate complex SSA rules (Trial Work Period, EPE, IRWEs, subsidies, 1619(b), etc.) into practical guidance for staff and participants.
- Stay current on SSA and TTW policy changes and turn updates into clear procedures and staff guidance.

Collaboration & Service Alignment

- Partner closely with employment consultants and job developers to align services with IWPs and verify monthly progress.
- Train and support staff on TTW processes, documentation standards, data security, and best practices.
- Build and maintain referral pipelines with VR agencies, AJCs/workforce boards, CBOs, healthcare providers, and other partners.

Performance, Quality & Growth

- Track and analyze key performance indicators: Ticket assignments, Timely Progress, Milestone/Outcome claims, job starts, retention (3/6/12 months), and earnings benchmarks.
- Produce clear monthly and quarterly performance reports and dashboards.
- Conduct file reviews, monitor quality, and lead continuous improvement efforts.
- Support EN budgeting and revenue forecasting; collaborate with finance on reconciliation and audits.
- Represent TransCen's EN at outreach events, trainings, and webinars; support compliant outreach materials.

What We're Looking For

Required / Strongly Preferred

- Bachelor's degree in rehabilitation, social services, business, public administration, or a related field.
- **3+ years** of experience in workforce development, VR, disability employment, benefits counseling, or case management.
- **Strong working knowledge of SSA programs** (SSDI/SSI) and work incentives, including Trial Work Period, EPE, IRWEs/subsidies, and 1619(b).
- Understanding of the **Ticket to Work Milestone/Outcome payment structure** and EN performance metrics.
- Experience with the **Ticket Portal/ePay** and SSA documentation standards (audit/compliance experience a plus).
- Familiarity with WIPA/benefits counseling; **CWIC certification or willingness to obtain it** preferred.
- Comfort with CRM or case management systems and strong data hygiene and reporting skills.
- Excellent communication and training skills, with a service-oriented mindset.

- Commitment to equity, accessibility, confidentiality, and ethical practice.

What Success Looks Like in the First 90 Days

- Standardized TTW SOPs and staff training materials.
- Reconciled and cleaned active cases with a clear claims calendar.
- Launched a focused referral and outreach plan with VR, AJCs, and community partners.
- Delivered a KPI dashboard and monthly EN performance report.

Why You'll Want to Work Here

- National reach with a mission-driven organization respected in the disability employment field
- Real autonomy to shape and strengthen a TTW program
- Flexible schedule and supportive, collaborative team
- Work that blends technical expertise, systems thinking, and human impact

Benefits

- 403(b) retirement plan
- Health, dental, and vision insurance
- Health & flexible spending accounts
- Life insurance
- Employee Assistance Program
- Flexible schedule
- Generous paid time off

How to Apply

Interested candidates should send a resume and cover letter to **jfuller@transcen.org**. Applications will be reviewed on a rolling basis until the position is filled.