

Job Description

Job Title: Employment Consultant: Job Support
Program: TransCen, Inc.: Creative Employment Opportunities (CEO)
Location: Milwaukee, Wisconsin
Employment Status: Full-Time
FLSA Status: Exempt
Reports To: Employment Services Director

Position Summary

The **Employment Consultant – Job Support** serves as an integral member of the TransCen/CEO team, supporting individuals with disabilities in achieving and maintaining competitive integrated employment. This role focuses on providing individualized employment support, job coaching, and workplace success strategies for youth and adults with disabilities.

Working closely with the **Business Liaison**, who leads employer engagement and job development, the Employment Consultant provides the direct services that support successful job placements and long-term employment retention. This includes supporting job seekers at the workplace, assisting employers with onboarding and accommodations, and developing strategies that promote independence and natural workplace support.

The Employment Consultant collaborates with job seekers, employers, funding partners, and TransCen staff to ensure high-quality employment outcomes aligned with the mission of TransCen.

Essential Duties and Responsibilities

Client Support and Case Management

- Manage an active caseload of approximately **8–10 job seekers** receiving employment support services.
- Maintain and update each job seeker's **Positive Personal Profile**, focusing on interests, strengths, and employment goals.
- Provide individualized employment support and job coaching to assist job seekers in maintaining successful employment.
- Document client progress, service activities, and outcomes in SetWorks or other designated client management systems.
- Communicate regularly with job seekers, families, funding sources, and TransCen staff regarding employment progress and needs.
- Coordinate transitions between job seekers, employers, and TransCen team members during internships and employment placements.

Workplace Support and Job Coaching

- Provide on-site and remote job coaching to support job seekers in learning job tasks and workplace expectations.
- Conduct job analysis to identify essential job duties and develop strategies for successful performance.
- Assist employers and job seekers in developing reasonable accommodations and workplace supports.
- Develop and implement fading plans that gradually reduce job coaching support while increasing job seeker independence.
- Identify and facilitate natural supports within the workplace to promote long-term job retention.
- Support job seekers in learning workplace communication, problem-solving, and professional skills.

Employment Retention and Workplace Collaboration

- Maintain regular communication with employers to monitor job performance and address emerging needs.
- Assist employers in supporting employees with disabilities through coaching strategies and workplace adjustments.
- Support job seekers in negotiating additional job responsibilities, increased work hours, or expanded duties when appropriate.
- Collaborate with the **Business Liaison** to ensure job placements align with employer expectations and job seeker strengths.

Documentation and Program Reporting

- Maintain accurate and timely client documentation, progress notes, and service records.
- Complete monthly summaries and reports required by funding sources.
- Track employment outcomes and service activities in accordance with program and funding requirements.
- Assist in collecting employment outcome data for program evaluation and reporting.

Program Collaboration and Outreach Support

- Participate in team meetings and program planning activities.
- Collaborate with the Business Liaison to support job development and employment placement efforts.
- Assist in the development of success stories and program highlights for communications and outreach.
- Support continuous improvement of employment services and client outcomes.

Essential Performance Metrics

Performance for this role will be evaluated based on:

Client Outcomes

- Successful employment retention for individuals receiving job support services.
- Increased independence of job seekers through effective job coaching and fading strategies.

- Development and implementation of individualized employment supports and accommodations.

Workplace Success

- Effective collaboration with employers to address job performance and workplace needs.
- Successful implementation of natural supports and workplace integration.

Documentation and Program Compliance

- Accurate and timely documentation of services, progress notes, and reports.
- Compliance with funding requirements and program reporting standards.

Team Collaboration

- Effective collaboration with Business Liaison, Employment Consultants, and program leadership.
- Contribution to program goals and quality improvement efforts.

Qualifications

Education

Bachelor's degree in Human Services, Rehabilitation, Special Education, Workforce Development, or a related field preferred. Equivalent combination of education and relevant experience may be considered.

Knowledge, Skills, and Abilities

- Strong relationship-building and interpersonal skills.
- Excellent written and verbal communication skills.
- Ability to support individuals with disabilities in developing workplace skills and independence.
- Ability to collaborate effectively with employers and community partners.
- Strong organizational skills and ability to manage multiple responsibilities.
- Ability to work independently while collaborating with a multidisciplinary team.
- Problem-solving skills and ability to develop creative employment supports.
- Commitment to providing exceptional customer service and supporting positive outcomes for job seekers and employers.

Technical Skills

- Proficiency with Microsoft Office, Google Workspace, and database systems.
- Ability to maintain accurate documentation and reports.

Physical Requirements

- Ability to travel to employer locations and community sites.
- Ability to sit, stand, and move between office and community environments for extended periods.
- Ability to lift and transport materials related to presentations or events as needed.

Working Conditions

- Regular travel within the local community to meet with employers and support job seekers.
- Work may occur in office settings, community locations, and business environments.
- Occasional evening or weekend activities may be required.
- Must maintain a valid driver's license and current vehicle insurance.

Other Duties

This job description is not intended to cover all activities, duties, or responsibilities required of the employee. Duties may change at any time with or without notice.

Equal Opportunity Statement

TransCen, Inc. is an equal opportunity employer committed to creating an inclusive workplace and advancing employment opportunities for individuals with disabilities.

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and responsibilities of this position.

Name

Date