



Responsibilities and Qualifications Summary for
Ticket to Work Coordinator
EXEMPT

SUMMARY: This position provides support to Full Circle's Ticket to Work (TTW) program. Primary responsibilities include assignment of ticketholders, assistance with finding employment, quarterly or monthly contact with ticketholders to check-in, offer support, and collect paystubs. Additional responsibilities of this position may include individualized benefits counseling, partner management and marketing calls to potential ticketholders.

REPORTS TO: Ticket to Work Program Director of Full Circle Employment Solutions LLC

ESSENTIAL FUNCTIONS:

The below statements are intended to describe the general scope of work being performed by this position. This is not a complete listing of all duties and responsibilities required. Other duties may be assigned.

Provide Case Management to TTW Ticketholders to include:

- Develops the Individual Work Plan with specific ticket holders;
- Verifies benefits and maintains releases;
- Assists in tracking assigned beneficiaries earnings on a monthly basis (collecting paystubs);
- Maintains proper information and documentation of case files in electronic files, case notes, and/or database;
- Provides follow up assistance with ticket holders, partners, and other support team members as necessary;
- Assists assigned ticket holders with finding employment;
- Assists ticket holders with job applications and interview skills;
- Assists ticket holders with resume and cover letter development;
- Refers qualified applicants to employers and conduct necessary follow-up when applicants are placed in positions;
- Explains the effects of employment income on all public and/or private benefits beneficiaries receive.
- Makes marketing calls to potential ticketholders and complete paperwork as required.

OTHER FUNCTIONS MAY INCLUDE:

- Explain the employment support services provided by Full Circle Employment Solutions (FCES) to employers, including addressing employer's special needs;
- Provide career counseling and/or job coaching to Ticket holders;
- Provide written Benefits Summary and Analysis, Work Incentive Plans and other reports to TTW beneficiaries and/or to beneficiaries under different programs and funding sources;
- Coordinate benefits counseling needs with agencies and beneficiaries under different funding sources such as SVR;
- Guide Ticketholders in reporting wages to SSA and other agencies on a monthly basis;
- Provide on-going support as beneficiaries increase their earned income and reduce their dependency on benefits;
- Identify and provide outreach to potential TTW partners;

- Perform other duties as assigned.

EDUCATION and/or EXPERIENCE:

- BA/BS in Human Services Field and 2 years of experience working with individuals with disabilities;
- Certification as a Community Work Incentive Coordinator (CWIC) or Community Partner Work Incentive Coordinator (CPWIC) through Virginia Commonwealth University
- State Benefits Counseling Certification (if required by state) to be completed within 6 months of start date.

QUALIFICATION REQUIREMENTS:

- Demonstrate computer proficiency including Microsoft Office 365 programs
- Must be able to maintain confidentiality
- Must be able to pass a Social Security Suitability clearance and drug test
- Must maintain current CWIC/CPWIC certification

LANGUAGE SKILLS:

- Ability to effectively communicate in oral and written communication to beneficiaries, internal staff, external stakeholders, and providers.
- Ability to effectively present information and respond to questions from beneficiaries, external stakeholders, and providers.

MATHEMATICAL SKILLS:

- Ability to perform basic mathematical operations to include addition, subtraction, multiplication and division. Ability to compute rate, ratio and percentage.

PHYSICAL REQUIREMENTS:

The physical demands described here must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is considered sedentary work. Lifting 10 lbs. maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and small electronic equipment. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

Review Date:

I have read and acknowledged:

Employee Signature:

Date:

Employee Printed Name: