

**GOODWILL INDUSTRIES – KNOXVILLE, INC.
JOB DESCRIPTION**

Driver's Education Program Manager – JOB # NR766

DEPARTMENT: Employment, Training & Rehab
EMPLOYMENT STATUS: Part Time/Non-Exempt/Regular
REGULAR WORK SCHEDULE: 8:00 a.m. – 4:30 p.m. Monday - Friday
SALARY WAGE GRADE/RANGE: _____
REPORTS TO: ETR Coordinator and/or VP of ETR Services.

DISTRIBUTION DATA: 725001

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for development, implementation and program management duties of the Employment, Training & Rehab Program under their responsibility. Responsible for training, monitoring, and following the Client through the Employment, Training & Rehab program, providing program management and continuous adjustment for Clients in the program, and working with the Client to secure employment. Also responsible for providing related support and referral services, as needed.

SUPERVISION RECEIVED: Minimal. Updates ETR Coordinator or VP of ETR Services on day-to-day activities, as needed.

SUPERVISION EXERCISED: Responsible for supervising all Clients/support staff assigned to their program(s), as appropriate.

MINIMUM EDUCATION REQUIREMENTS: BS in Rehabilitation or related field plus three (3) years related experience and/or training. Extensive related work experience considered in lieu of degree. Candidate holding a related advanced degree is preferred.

ET&R ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for overseeing the functions of the Employment, Training & Rehab program under their responsibility.
 - a. Tracking goals and objectives of the program and the degree of attainment.
 - b. Completing all Client paperwork and ensuring compliance with all Goodwill Industries-Knoxville, Inc. (GWIK) and CARF requirements. This includes, but is not limited to, intake paperwork, status changes, running notes, adjustment goal plans, monthly staffings, termination paperwork, and final reports.
 - c. Maintaining confidentiality of Client's case file information and their participation in all GWIK programs.
 - d. Completing all reports, billing, and requested information in a timely manner. This information includes, but is not limited to, monthly billings, weekly reports, and any other requested information.
 - e. Coordinating intakes in order to maintain a steady flow of Clients coming into the program(s).
 - f. Maximizing the number of positive closures from the program to meet or exceed established goals and objectives and promote Client's success.
 - g. Maintaining records of Client productivity in relation to Goodwill standards and Department of Labor policies and procedures. This includes, but is not limited to, on/off task analysis, piece rate production, and all applicable wage reviews (time studies).
 - h. Participating in staffings and M-Teams on Clients as requested by the Client, school system, referral source, or the parents/guardians of the Client.
 - i. Ensuring that the Client is working toward competitive employment in relation to the vocational goals listed on the IEP, referral plan, IPE, or other such documents.
 - j. Maintaining attendance records on all Clients in the program for billing and reporting purposes.
 - k. Assisting other departments, as needed, with job coaching and supervision of their Clients when assigned to work/train at off-site locations.
 - l. Providing job-related counseling, coaching, and case management services to Clients in the program, as needed.
 - m. Monitoring local marketing and business needs and implementing changes to keep the program current.
 - n. Working in the community to build business relationships with employers willing to hire individuals in the Employment, Training & Rehab programs.
 - o. Working with the appropriate Employment Training & Rehab staff members to assist with Client placement and follow-up.
 - p. Assisting the Operations, Sales and production-related departments, as needed, in the completion of contract work, delivery of contract goods, and supervision of Clients at off-site locations.
2. Responsible for establishing and maintaining productive working relationships with all referral sources and employers.
 - a. Maintaining communications with local DRS counselors and other referral sources to ensure continuation of referrals.
 - b. Assisting the Employment, Training & Rehab Coordinator/VP of ETR Services with marketing activities for the program.
 - c. Responsible for developing local community/business contacts for possible work training/internship sites, as related to program needs.
 - d. Inviting referral sources to Monthly Staffings.
 - e. Contacting referral sources on a regular, as needed basis to provide opportunities to address concerns and/or problems.
 - f. Maintaining open communications with current employers and continually seeking out new employers for Client placement.

3. Responsible for supervising Clients assigned in the designated Employment, Training & Rehab program(s).
 - a. Ensuring that Clients are working on assigned programs and goals.
 - b. Maintaining a safe and healthy work environment for all the Clients.
 - c. Following up with Client absences to verify reasons and to lessen prolonged absences or lack of contact with the Client.
 - d. Working to decrease the number of Clients terminated due to lack of participation by stating clear objectives at the beginning of the rehab program and by providing consistent follow-up to ensure active participation.
 - e. Addressing Client concerns or issues in a timely and productive manner.
 - f. Providing redirection to Clients, as needed, to ensure progress is made on their goals and objectives.
 - g. Maintaining daily attendance records for Clients in all responsible programs.
4. Responsible for working as a member of the team in the Employment, Training & Rehab department at the assigned location.
 - a. Attending Employment, Training & Rehab staff meetings to review program operations, new policies, procedures and paperwork, Client issues, facility issues, store issues, and other location/program concerns.
 - b. Working with the ETR Coordinator to create solutions for identified problems and to implement solutions within the facility.
 - c. Working diligently in the community to advertise GWIK and to create a positive image for all GWIK service programs in coordination with ET&R Management and the VP of Marketing.
 - d. Providing a good role model by following organizational policies and procedures.
5. Responsible for attending all required In-Service meetings and Community involvement activities as requested by the ETR Coordinator and/or the VP of ETR Services.
6. Responsible for assisting in the transition of the Client from one GWIK program to another.
 - a. Meeting with the other Program Managers and Placement Program Managers to complete all transition paperwork, as needed.
 - b. Reviewing the background, goals, and employment interests of the Client with the new Program Manager and/or Placement Program Manager.
 - c. Introducing the Client to the new Program Manager and/or Placement Program Manager and sitting in on the first meeting, if needed.
 - d. Informing the referral source who the new Program Manager and/or Placement Program Manager will be and how to contact the individual.
 - e. Being aware of any Clients approaching completion of their program in order to better prepare the Client, referral source and new Program Manager and/or Placement Program Manager of the upcoming change.
7. Responsible for working to achieve program goals and objectives in accordance with grant and/or contract requirements.
 - a. Tracking weekly, monthly and quarterly goals and goal accomplishments.
 - b. Working with the Division of Rehabilitation Services Counselors to ensure that GWIK receives enough referrals to meet the DRS contract and grant goals.
 - c. Working with employers to instill confidence and assurance in using GWIK as an employment service.
 - d. Sharing experiences and job leads with other Program Managers and Placement Program Managers in an open exchange of ideas and techniques that will assist in solving problems and increase individual placements.
8. Responsible for completing all reports, billings, and other requested information in a timely manner as required by GWIK policy. This information includes, but is not limited to; monthly billings, weekly reports, monthly reports, and any other requested pertinent information.
9. May provide transportation for Clients, if necessary, to possible employment sites, other training sites, M-Team meeting, and other GWIK facilities.
 - a. Maintaining the Vehicle Maintenance Book that indicates mileage, maintenance, insurance information, and Transportation Manual.
 - b. Operating vehicle in a safe manner in accordance with all GWIK policies and procedures outlined in the Transportation Manual and presented in the GWIK Vehicle Driving Training.
10. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
11. Responsible for reviewing and learning the policies and procedures contained within the Personnel and ET&R Manuals and the Client Handbook.
12. Responsible for maintaining satisfactory attendance and punctuality for themselves and their employees based on GWIK policies and procedures.
13. Responsible for participating in at least two (2) GWIK Community events each year and providing additional support to the Marketing staff/department, as needed, to promote GWIK and Client success.
14. Responsible for working under the direct supervision of the ETR Coordinator to accomplish all the department's essential duties and responsibilities, including all other duties as assigned by the ETR Coordinator and/or the VP of ETR Services.

DRIVER'S EDUCATION PROGRAM MANAGER ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Complete weekly and monthly vehicle inspections and reports.
2. Maintain current updates regarding changes to DMV books and tests.
3. Maintain clean driving record.

4. Comply with all Goodwill Industries-Knoxville, Inc. vehicle usage policies and ensure that Clients participating in the Driver's Education course follow policies.
5. Conduct driving sessions for Clients throughout the 15 county SDA as needed.
6. Coordinate class/driving schedule with ETR Coordinator and other facilities.
7. Maintain all associated Driver's Education equipment in a safe, operational/working condition as per GWIK and State standards.
8. Seek outside related educational resources and guest speakers to supplement existing training program.
9. Evaluate and revise curriculum, as necessary.

ANNUAL PERFORMANCE STANDARDS:

| POINTS RANGE | STANDARD |
|--------------|---|
| 0-35 | Program Goals – Serve ___ Close ___ Meets or exceeds annual goals as per job description and GWIK policies and procedures. |
| 0-25 | Responsible for ensuring that the safety of the Client, Instructor and other drivers are maintained at all times when completing behind the wheel activities. Completes pre-trip vehicle inspections prior to utilizing the instruction vehicle. Ensures that all required postings indicating student driver are utilized at all times. |
| 0-20 | Completes all paperwork as required by this position in a timely manner and without errors as per GWIK and CARF requirements |
| 0-10 | Customer Service: Providing excellent customer service to all external referral sources, creating a positive image for the ETR Department and GWIK. Good listening skills and remains calm when confronted with problems. Generates at least 5 potential new referral sources annually. |
| 0-10 | Promoting Teamwork/Leadership: Supports the ETR Coordinator and Goodwill policies with all staff. Provides leadership throughout the entire organization. Fosters goodwill and motivation with all staff, extended employees and Clients. Maintains a positive demeanor at all times. Open to new ideas or changes. Willingness to participate at least 2 GWIK Special Events annually. |

REQUIRED TECHNICAL SKILLS/ABILITIES: Must be proficient in Word, Excel, and Outlook, with general knowledge of Access and PowerPoint. Must have the ability to use the Internet. Prior experience working with people with disabilities and/or other disadvantages is preferred. Staff working with Microsoft Office application training programs must be experienced with all software applications and related instructional techniques.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: Must have a valid driver's license and be insurable under the Goodwill Liability Insurance Plan. Must be able to successfully pass an annual DOT physical and drug screen, an initial fingerprint/background check, Department of Motor Vehicle check, and a State-conducted written and driving test.

MINIMUM EXPERIENCE REQUIREMENT: Three (3) years related experience and/or training.

ACCESS TO CONFIDENTIAL INFORMATION: Access to Client Case files. High access to confidential records.

HANDLE ORGANIZATIONAL FUNDS: May be responsible for handling maintenance money at the facility.

LANGUAGE SKILLS REQUIRED: Level 4

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.

MATHEMATICAL SKILLS REQUIRED: Level 3

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to compute rate, ratio, and percentages.

REASONING ABILITY REQUIRED: Level 4

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

PHYSICAL DEMANDS:

| | AMOUNT OF TIME IN JOB | | | |
|----------|-----------------------|--------------|---------|----------|
| | None | Under 1/3 | 1/3-2/3 | Over 2/3 |
| Standing | ___ | <u> X </u> | ___ | ___ |
| Walking | ___ | <u> X </u> | ___ | ___ |
| Sitting | ___ | <u> X </u> | ___ | ___ |

| | | | | |
|--|----------|-------|-------|-------|
| Using hands to feel or handle | <u>X</u> | _____ | _____ | _____ |
| Reaching with hands and arms | <u>X</u> | _____ | _____ | _____ |
| Climbing or balancing | <u>X</u> | _____ | _____ | _____ |
| Stooping, kneeling, crouching, or crawling | <u>X</u> | _____ | _____ | _____ |
| Twisting, bending, and turning | <u>X</u> | _____ | _____ | _____ |

| | | | | |
|--|-------------|------------------|------------------|-----------------|
| Weight lifted or force exerted: | None | Under 1/3 | 1/3 – 2/3 | Over 2/3 |
| Up to 10 pounds | _____ | <u>X</u> | _____ | _____ |
| 10 – 25 pounds | <u>X</u> | _____ | _____ | _____ |
| 25 – 50 pounds | <u>X</u> | _____ | _____ | _____ |
| 50 – 100 pounds | <u>X</u> | _____ | _____ | _____ |
| Over 100 pounds | <u>X</u> | _____ | _____ | _____ |

SPECIAL VISION REQUIREMENTS: Must have good close vision.

ENVIRONMENTAL CONDITIONS: Traffic conditions.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate.

OTHER SPECIAL REQUIREMENTS: Must be able to pass a DMV and pre-employment security check (when applicable) and comply with the GWIK Drug/Alcohol Free Workplace. Must be able to pass a health screening and other licensure requirements to satisfy the State requirements initially and thereafter annually (or more frequently, if required).

Initial: 12/98; Reviewed: 12/99; Revised: 1/01; Reviewed: 12/01; Reviewed 12/02; Revised 12/03; Revised 6/05; Revised: 5/06; Revised 12/07; Revised 12/08; Revised 2/09; Revised 11/09