

Program Manager Position

February 2018

Introduction

The Supported Employment Program Manager is employed by CBRE to support Microsoft's RE&F Supported Employment Program.

Description

Microsoft has created a hiring initiative for supported employment on the Microsoft Redmond Campus. Initially targeted areas for job opportunities will be for orange badge positions, which are positions created within the contracted vendor organizations that operate on Microsoft's campus. The Supported Employment Program Manager will assist vendors to create employment openings that are appropriate for individuals with development disabilities who qualify for supported employment services. Job training and long-term supports will be provided by county contracted employment agencies selected by Microsoft to provide services on the Microsoft Campus.

Job Duties and Responsibilities

Coordinates the Supported Employment Hiring Initiative on the Microsoft Campus by:

- Connecting with the Microsoft vendors selected as part of the initiative.
- Performing work place analysis and job analysis.
- Developing tasks and duties and working with the vendor on a job description.
- Assisting the vendor with the creation of the job announcement.
- Supporting distribution of the job announcement.
- Assisting the vendor with the initial screening of applicants alongside the screening committee.
- Supporting the interview process, by providing resources on a website for vendor staff to access that include a frequently asked questions document, sample interview questions, and tips for creating practical testing for the interview. May occasionally provide more specific assistance, based on vendor requests.
- Supporting the vendor, should issues arise with the individual hired, or their employment agency/job supports.

- Assuring that the employment support services that the individual receives are top quality and meet vendor expectations by developing a vendor satisfaction survey and collecting vendor input during the first month of employment and yearly for everyone employed through this program.
- Reporting the following information to the core team on a quarterly basis: number employed, job types, data from the vendor satisfaction process, program recommendations, and other information as identified by the core team.
- Meeting the work load needs of the range of employers on the campus by filling the desired number of jobs.
- Developing employment opportunities for those with significant developmental disabilities or co-occurring disorders, who will be excellent long-term employees, but may not perform well in the typical screening and interviewing practices that would typically be utilized.
- As part of the job development and marketing of the supported employment hiring initiative, providing vendor staff with education to help them understand and enroll them in the job development process, and to address fears or misconceptions about people with disabilities so coworkers feel at ease in supporting the job development process.
- Communicating and coordinating activities with a variety of community resources to promote the program and to address any issues that may arise for which there is a need for a cooperative approach. Community resources that will be important points of contact include: County DDD, preferred/selected Employment Agencies, Self-Advocacy Groups, Parent Advocacy Groups, WA State Developmental Disabilities Administration, Schools within the King County School to Work Program, Special Olympics, and others as identified.
- Providing assistance when applicable for job accommodations or technical assistance for the supported employee and vendor agencies.
- Providing regular contact and follow-up with employment agency staff to cultivate ongoing partnerships and remain current on the individual expertise of each employment agency.
- Creating internal and external training materials.
- Responding to requests for information about Microsoft's Supported Employment program.
- Developing and implementing progressive service delivery strategies to continually improve the program quality for both internal and external constituencies.

Education and Experience

Bachelor's degree and 5 years of experience providing individual employment services for individuals with developmental disabilities, with specific experience in job development, experience with public relations and public speaking, and leadership experience in business or human services. Two years of additional experience may be substituted for each year of education. Skills and attributes include:

- Ability to communicate information in writing and orally.
- Outgoing and confident in approaching employers on behalf of people with disabilities.
- Adept at designing and maintaining tracking and reporting systems.
- Ability to work independently.
- Motivated, well-organized, and able to manage multiple responsibilities.
- Professional demeanor and appearance.
- Knowledge, ability, and desire to work respectfully with people with disabilities.
- Proficient with web-based communication, mobile technologies, and software.