



# The Ability Center

## CONSUMER ENGAGEMENT SPECIALIST

### Full Time Opening

The Ability Center (ACT) is a non-profit Center for Independent Living serving seven counties in NW Ohio. With the assistance of competent, professional staff, and the support of volunteers, ACT works for the rights and concerns of people living with disabilities on local, state, regional, and national levels. ACT is an equal opportunity employer that strongly encourages minorities and people with disabilities to apply for all open positions. We offer competitive pay and access to a comprehensive benefit package.

#### **Position Summary:**

The Consumer Engagement Specialist will primarily focus on working with adult consumers. They are responsible for developing goals related to the social determinates of health (SDOH) survey. They will assist those consumers interested in developing self-directed Independent Living plans focused on identifying community living needs. They will lead peer support groups related to SDOH. They may provide additional access to programs, services and benefits related to housing, healthcare, transportation, and community living.

#### **Main Essential Functions:**

1. Conduct Social Determinants of Health Survey with adults to identify areas of need.
2. Offer and provide the development of Independent Living Plans to address those areas of need.
3. Will be responsible for assisting consumers with developing SMART goals and action steps to help achieve objectives.
4. Develop and facilitate virtual peer support groups related to social determinants of health topics (e.g. community resources, socialization, health management, etc.).
5. Engage, connect, or refer consumers to other services that may improve their living circumstances. Services may be related to medical appointments, food pantries, grocery delivery, safety, socialization/isolation, recreation, technology, employment, utilities, transportation, finance, and housing.
6. May work with adult consumers from other departments depending on "at-risk" needs.
7. Responsible for measuring and evaluating the success of IL plans.
8. Document and track consumer goals and outcomes in consumer database systems.
9. Promote Independent Living Philosophy and the Center's services with consumers new to programs.
10. Maintain confidential files, updating on a regular basis, and report outcomes to supervisor.
11. Maintain positive working relationships with all staff, agency service providers, and businesses to encourage referrals, promote cooperation and inclusion, and ensure effective service delivery.
12. Must have reliable transportation with the ability to travel independently to the Toledo office, consumer/community locations, seminars, and/or professional meetings.

#### **Qualifications/Knowledge/Experience:**

##### **Experience, Education, and Licensure**

Experience working in a social/human service environment preferred. Must demonstrate successful experience advocating for the rights of persons with disabilities. Prefer candidates have an associate degree. Degree in social service industry is helpful.

##### **Knowledge, Skills, and Abilities**

Knowledge of Civil rights laws that serve people with disabilities. Awareness of housing, healthcare, transportation, and other community-based resources. Ability to effectively organize and facilitate the completion of individualized goals. Ability to plan and implement peer support groups. Demonstrate understanding of disability rights values in daily living (self-determination, person centered services, informed consent, equal opportunity, independence, and inclusion). Excellent interpersonal, relationship building and collaboration skills. Must have excellent verbal and written communication skills with the ability to plan, prioritize, and schedule events. Able to use Microsoft Office software. Will be required to travel as necessary, with some evening hours required.

**Essential Physical Demands:** The essential physical demands described here must be met by an employee to successfully perform the essential functions of this job. The employee in this position will need to remain stationary for periods of time while working in a workstation, office, or at a desk. The employee will operate/use a phone, computer, copier, and printer. The employee in this position frequently communicates with others and may do so in various ways as able. They may converse, convey, and exchange accurate information via phone, text, written, e-mail, or face to face. The employee may frequently move from one office space to another, meeting spaces, and occasionally from one building to another. The employee may have to move office items/equipment weighing up to 25 pounds. The employee may operate a personal and/or company owned vehicle.

**Nonessential Physical Demands:** The employee will occasionally move about inside the office to access office supplies, file cabinets, office desk, computer, etc.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment:** The work environment described within this job description will be encountered while performing the essential and nonessential functions of this job. The employee is frequently indoors, may have to go outdoors to move from one worksite to another if able. At times, this position will require extended work hours. The noise level in the work environment is considered low.

All candidates must pass an FBI/BCII background check and drug screen if position is offered.

***Please submit resumes with cover letter to: [hr@abilitycenter.org](mailto:hr@abilitycenter.org) or fax to 419-885-5005***