



| Job Title                      | Job Code | FSLA Status | Employment Status | FTE Authorization | Date Revised |
|--------------------------------|----------|-------------|-------------------|-------------------|--------------|
| Occupational Training Director |          | Exempt      | 1 FTE             | EB                | 07/11/23     |

**About the organization:**

Inspiration Ministries (IM) is a faith-based provider of services and programming for adults with disabilities located in Walworth, Wisconsin. IM stands out from other residences because of our warm, loving, family environment and Christ-centered vision. Residents are treated with dignity and respect by a staff that is passionate about seeing each person grow in his or her highest level of independence. Additionally, the ministry operates Inspired, a coffee shop located in downtown Lake Geneva, Wisconsin. The goal of Inspired is to employ people with intellectual, developmental and physical disabilities in order to train, coach and, over time, help them secure employment in a fully integrated work setting.

**Mission Statement**

Opening a world of opportunities for people living with disabilities to thrive.

**Vision Statement**

We are *the* place where the God-given potential of people living with disabilities is developed and celebrated. We equip them to lead impactful lives, reflecting their significance and valuable contributions to the community.

**Core Values**

- **Faith:** Pursuing the love and heart of Jesus while seeking the Holy Spirit’s leading through prayer, scripture, counsel and collaboration. Providing spiritual guidance and support to individuals, encouraging growth in their faith journey.
  - **Employment Culture:** Fostering an environment of servant leadership through honesty, humility, compassion, integrity, teamwork, respect, accountability, open communication, and employee engagement. Empowering employees to take initiative and embrace a sense of ownership.
  - **Service Excellence:** Endeavoring to exceed expectations of all stakeholders while mining for quality solutions and outcomes to the inevitable challenges that lie ahead.
  - **Provider Quality:** Committing to measurable quality standards that differentiate our organization in the marketplace, resulting in resident, family, and staff satisfaction.
  - **Thought Leadership:** Establishing the organization to be at the forefront of innovations and trends in our industry.
  - **Training and Education:** Cultivating a growth mindset through professional and personal development.
  - **Stewardship:** Optimizing the valuable and diverse resources that God has entrusted to our organization.
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### **Occupational Training Director Position Description:**

The Occupational Training Director develops, provides oversight and direction, and delivers all occupational training and life skill development programming for clients served by the organization as well as develops and delivers employee education and training related to client groups served to optimize service impact and outcomes.

The Director is responsible for carrying out all phases and components of the Inspired Coffee Training Program as required for each individual trainee, to ensure the best possible outcomes/growth for each trainee, so that each trainee can confidently and successfully move on to inclusive competitive employment in another workplace. As such, the Director works with trainees, their families, the Inspired staff, outside agencies, and local employers to ensure successful completion of the program, including job placement. This position includes providing periodic floor coverage at Inspired.

The Occupational Training Director reports to the President and CEO of Inspiration Ministries but collaborates closely with the Inspired Coffee General Manager.

### **Foundational Requirements:**

- Consistently demonstrate a strong Christian witness and humble spirit toward potential employees and volunteers, colleagues and all constituent groups.
- Actively promote what is being accomplished as a testimony to God's provision.
- Remain updated on all aspects of ministry programs and services.
- Report activity and measurable outcomes for all functional areas of responsibility and special projects monthly to the President and CEO.

### **Major Job Responsibilities**

- Maintains overall responsibility and accountability for trainee outcomes by implementing the 5-stage training program.
- Stage 1: Connect and Recruit – Checks application status monthly on website and responds to applications regarding current trainee status, receives and processes walk-in referrals, connects with parents/guardians of trainee recruits, conducts initial interview
- Stage 2: Assess, Hire & On-board – Administers Specific Job Training Criteria Assessment to trainee candidate, meets with General Manager to determine possible fit for program, rejection contact, referrals to General Manager and IM Office Manager for processing application of employment, delivers on-boarding instruction and provides tours of facility.
- Stage 3: Job Specific Goal Setting and Training – Provides direct instruction and feedback regarding soft-skills curriculum, provides direct instruction and feedback regarding hard-skill development in the four roles, administers Quarterly Assessment to each trainee and collects data, writes Individual Training Plan (ITP).
- Stage 4: Retain and Develop – Monitors trainee development and progression, collects data, and reviews/adjusts Individual Training Plans as needed to promote optimal trainee development of both hard and soft skills. Communicates progress and goal adjustment to both trainees and parent/guardians.
- Stage 5: Advance and Launch – Leads and supports the acquisition of competitive employment for trainees in the community. Develops and writes a Performance Summary and Transition Plan in order to support the trainee in moving from the training program to competitive employment. Provides assistance and education in job seeking and job acquisition skills.
- Confers with and updates General Manager, Assistant Manager, Shift Leads and Coffee Mentors regarding the strengths/skills/goals of each trainee. Instructs and guides in observing and collecting data.
- Onboards/orients/trains Shift and Training Supervisor, Shift Leads and Coffee Mentors regarding trainees and working with individuals with disabilities.
- Achieves agreed upon Key Performance Indicator targets related to the training program.
- Develops and maintains proficiency in Barista, Cashier, Stockroom Support, and Cafe Keeper positions at Inspired. As part of the Inspired team, provides shift coverage as needed.
- Attends and report progress at the Inspired Core Team meeting (bi-weekly) and Inspired Advisory Committee meeting (quarterly).
- Develop and maintain strong working relationship with the Lake Geneva Hospitality Academy and actively connect Inspired trainees and Inspiration Ministries residents in order to build critical life and occupational skills.

**Skills and Core Competencies:**

- Strong moral character / Christian values
- Compassionate - comfortable working with special needs population
- Customer experience-minded
- Relational ability - friendly, high energy, out-going
- Strong leadership and coaching skills
- Strong decision-making skills
- Resilient, remains focused and calm under pressure
- Ability to make quality and timely decisions
- Exceptional communication skills
- Effective and efficient time management
- Well-organized

**Other:**

- Maintains professional relationships with all coworkers.
- Reports to work as scheduled, in uniform, well groomed, and ready to be in position.
- Always maintains a professional appearance.
- Performs other duties as assigned.
- Willing to roll up sleeves & learn!
- Proven track record of taking initiative and going above and beyond job description to deliver results.

**Education/Qualifications:**

- At a minimum, Certified Occupational Therapist Assistant (COTA) credential is required, Occupational Therapist (OT) credential is preferred. Experience working in an “emerging practice area” is highly desired as is experience as Transition Coordinator in an educational setting.