**Emily McClelland**

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**SKILLS**

* Over 25 years’ experience in vocational rehabilitation services to individuals with disabilities with focus on personal growth and successful employment outcomes.
* Proficiency in establishing community connections and supporting partnerships that provide opportunities for work experience and competitive employment.
* Extensive experience in work place assessment, job readiness, and development of community work partnerships for potential job placements.
* Demonstrated skill in counseling, assessment, and advocacy in support of an individual’s pursuit of their employment goals.

**EDUCATION**

B.S. in Social Work, State University of New York College at Buffalo, 1993

**PROFESSIONAL EXPERIENCE**

## director of vocational services

## Intandem, *formerly known as The Rehabilitation Center*

*October 2020-the present*

* Responsible for quality provision of services for over 100 individuals that include strategic planning, program design and implementation, budgeting, staffing, training, outreach, and collaboration with multiple service providers.
* Coordinate all agency vocational programs funded by state rehabilitation and disability agencies that provide employment supports in both our integrated business and with employers in our local communities.
* Includes management of multiple placement models and team planning across agencies to ensure that individuals who have a goal of employment are provided the services to reach their goal.
* Collaboration and communication with OMH, ACCES-VR, and OPWDD service offices.
* Participates in transitional team meetings with multiple agencies in the region to collaborate, share and improve practices in our vocational programs.

## COMMUNITY EMPLOYMENT MANAGER

The Employment Connection, *a division of The Rehabilitation Center*

*November 2017 to October 2020*

* Responsible for overseeing *The Employment Connection* department: including five staff that are supporting over 80 individuals with disabilities
* Coordinated supported employment activities funded by state agencies to assist individuals with disabilities and disadvantages to obtain and maintain employment.
* Monitored compliance of regulations for state programs funded by ACCES-VR, OPWDD, and OMH
* Responsibilities include management of intake, assessment, team planning, transition services, compliance reviews, and public outreach to maintain referrals.
* Provide vocational assessments with the CareerScope and various employment inventories; developed and implemented community based work assessments to assess skills, work ethic, social interactions, completed full reports with recommendations based on all factors.

## PREVOCATIONAL MANAGER

## *The ReHabilitation Center*

*November 2010 to the present*

* Coordinate agency prevocational and work readiness programs funded by state disability agencies in our work center and in collaboration with employers in our local communities.
* Development and oversight of work readiness group activities that promote career exploration and develop soft skills, including problem solving, time management, social skills, team work, and understanding the expectation of the work place.
* Coordinate community work site development with local businesses and non-profits, including Olean General Hospital, Jamestown Community College, Olean City schools, local food pantries, St. Bonaventure.
* Conduct vocational assessments with individuals on an annual basis to assess progress, strengths, interests, preferences, and choices regarding employment goals.
* Responsible for quality provision of services for 85 individuals that includes program oversight, management of staffing/scheduling/work assignments, training, and collaboration with multiple service providers.
* Successfully assisted 15 individuals to achieve their goal of obtaining community employment by facilitating their transition to supported employment.
* Professional Trainings at *The Center for Human Services Education -*– 6 hour classes on topics relevant to the provision of employment services to people with disabilities. Course titles -- Discovery, Pathway to Employment, Creating Connections,

## VOCATIONAL REHABILITATION COUNSELOR

*The Rehabilitation Center*

*May 2002 to October 2010*

* Provided vocational counseling to individuals with disabilities to address employment barriers using a goal-oriented, problem solving approach.
* Coordinated and developed treatment plans for each individual to improve work skills and address needs that impact successful employment.
* Implemented work readiness activities to improve soft skills including: problem solving, time management, social skills, team work, handling pressure/problems at work, communication, and accepting feedback.
* Communicated with the person’s team to ensure continuity of services.
* Motivated individuals to accept challenges and pursue their goals of obtaining and maintaining employment.

## QUALITY MANAGEMENT SPECIALIST

*The Rehabilitation Center*

*August 2000 to May 2002*

* Maintained program quality and regulatory compliance for services provided to people we support.
* Provided instruction to staff on regulatory and program specific procedures and protocols; conducted investigations when indicated
* Acted as the Quality Manager Liaison for the work center and supported employment programs ensuring methods and processes were in compliance with regulations
* Assured the safety and well-being of the people we support by focusing on preventative measures and reporting procedures

VOCATIONAL CASE MANAGER/BEHAVIOR TECHNICIAN

*The Rehabilitation Center*

*March 1995 to August 2000*

* Developed and implemented vocational goal plans for individuals in prevocational and vocational services.
* Provided linkage and referral services for additional supports
* Assisted individuals to develop positive work ethic and improve work performance.
* Developed behavior plans in consultation with the Behavior Specialist and assumed responsibility for data collection.
* Acted as the behavior liaison for all staff and people supported in the program.