

Therese Flannery

Program Facilitator

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☎ 585-261-9266

📍 Hilton, NY

Passionate about empowering individuals with intellectual and developmental disabilities to discover their unique purpose and potential. Currently advancing my role at Homesteads for Hope to oversee vocational supports, provide tailored training, and connect individuals with work-ready resources. I am dedicated to fostering growth, independence, and inclusion, and I thrive on creating meaningful opportunities that help people succeed.

Experience

Program Facilitator | Homesteads for Hope

April 2023-Present

- Working with adults with intellectual and developmental disabilities.
- Job coach individuals working during our CSA pickup.
- Provide individualized support to help program participants meet personal goals.
- Develop and design scaffolded programs as part of the programs team.
- Manages the Field Trip Friday program that brings in community and school groups, and empowers our program participants to deliver workshop experiences.

Early Start Teacher/Wrap Care Director | St. Paul Lutheran School

May 2017-Jan 2023

- Designed and implemented curriculum for the Early Start program, scaling its capacity and structure over five years.
- Oversaw hiring and managed staffing schedules effectively.
- Expanded student enrollment from under 10 to 54 within three years.
- Established a summer camp program, creating daily schedules and developing themes for activities.

Nanny Private Home

Sept 2014-June 2018

- Worked in a family home with three children under the age of seven, keeping them educationally stimulated, nurtured, and cared for while managing household duties such as cleaning, and laundry.

Preschool Teacher/School Age Summer Camp | Brockport Child Development Center

May 2017-Jan 2023

- Assumed various roles to support classroom activities and program execution seamlessly.
- Oversight of the summer program, including implementing many field trips and activities around the college campus at SUNY Brockport.
- Developed a curriculum for the toddler room, and moved into an oversight position in that classroom.
- Worked with aides to manage the various schedules and activities required.

Nanny Private Home

Sept 2014-June 2018

- Worked in a family home with three children under the age of seven, keeping them educationally stimulated, nurtured, and cared for while managing household duties such as cleaning, and laundry.

Education

- BS|Psychology in Child Psychology
SUNY Brockport
- Brockport, NY|May 1993

Skills

- Project Leadership
- Creative Problem Solving
- Self-Motivated Professional
- Dependability
- Social Media Marketing
- Effective Multitasking
- Curriculum development
- Training delivery
- Learning styles

Activities

- Hilton Central School District Board Member
- Hilton Lions Club Volunteer
- Commissioner and Ladies Auxiliary Member Hilton Fire Department

Access VR Services To Provide

- Community Based Workplace Assessment

Therese is willing to take whatever training or coursework that is required to be eligible to provide this service.

ROBERT MORIARTY

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PROFESSIONAL SUMMARY

Proven leader in Leadership and Organizational Development, Employee Engagement, Training, Coaching, Staffing and Recruiting.

WORK HISTORY

Employment Specialist

Arc of Monroe County – Job Path

- Supported individuals with a variety of disabilities including LD, ID/DD, Autism Spectrum Disorders, TBI, dual diagnosis, and physical disabilities
- Utilized strategies such as job development, job search/matching, employer education, task analysis and advocacy to help secure employment
- Coached individuals on and off jobsites to ensure employer/employee satisfaction
- Monitored job performance and job-related skills
- Maintained up-to-date records, billable service notes and documentation
- Supportive advocate for all supported individuals
- Awarded Cecilia Coulter Award for Employment Specialist Excellence from the Rochester Area Employment Network 2018

Senior Trainer - Customer Service Learning and Development

Verizon Wireless

- Designed and facilitated customized curriculum for technology industry
- Employee development and learning reinforcement
- Performance coaching for numerous workgroups
- Determined training effectiveness utilizing 30/60/90 day approach
- Facilitated leadership/new hire/embedded base training

Training Supervisor-Customer Service Learning and Development

Verizon Wireless

- Analyzed learning needs and partnered with subject matter experts to provide input for course content.
 - Developed team of 9 trainers including peer coaching and providing constructive feedback.
- Evaluated and assessed the effectiveness of key training initiatives.

Resource Management Supervisor

Verizon Wireless

- Compiled, analyzed and prepared management reports on a regular basis. Scheduled meetings, training and regional events for contact Center of over 900 employees.
- Coordinated staff requirements to meet business and service level needs. Recommended staffing policies and improvements as needed. Responsible for analysis of current day trends and making appropriate adjustments to staffing plans as needed.
- Responsible for all facets of Intra-Day management for Rochester Contact Center.
- Acted as liaison between Rochester Contact Center and the Area Work Coordination Center.

Operations Manager

United Auto Finance

- Staffing responsibilities for over 25 employees in the inbound customer call center, contract funding and dealer relations, paid loan processing, title and lien follow-up, file integrity, and credit processing functional areas.
- Implemented Automatic Call Distribution phone system to improve customer service in-bound call service levels. Reduced abandoned call rate from 8% to less than 2% over 4-month period. Maintained daily and monthly call reporting statistics for customer service, credit, and collection departments.
- Assumed responsibility for entire collections, liquidations, and recoveries departments for the last year of company operations. Successfully maintained acceptable levels of delinquencies for entire period.
- Extensive experience in system testing and specification writing, including telecommunication software, contract tracking, and in bound fax systems.

EDUCATION

St. John Fisher College Rochester NY

Bachelor of Science: Management - Finance and Accounting Concentrations

Access VR Services to Provide

- Career Exploration Assessment

Vocational Program Facilitator – Assessment & Job Placement Services

Position Title: Vocational Program Facilitator

Location: Homesteads for Hope, Monroe County, NY

Employment Type: Full-Time/Part-Time

Reports To: Program Director

Position Overview

Homesteads for Hope is seeking a dedicated **Vocational Program Facilitator** to provide assessment services and support job placement for individuals with intellectual and developmental disabilities (IDD). This role is essential in guiding participants through career exploration, workplace assessments, and skill development in an inclusive, hands-on learning environment. The facilitator will evaluate participant strengths and needs, identify suitable work experiences, and provide ongoing support to ensure successful employment outcomes.

Key Responsibilities

Assessment Services:

- Conduct **Community-Based Workplace Assessments (CBWA)** to evaluate participants' vocational strengths, interests, and job readiness.
- Develop individualized assessment plans in collaboration with ACCES-VR counselors, participants, and caregivers.
- Identify and coordinate work experience sites that align with participants' skills and employment goals.
- Observe participants in real workplace settings to assess performance, adaptability, and potential job placements.
- Provide written reports summarizing assessment findings, skill development progress, and recommended next steps.

Job Placement Support:

- Assist participants in identifying job opportunities both on the farm and in the broader community.
- Offer job readiness training, including workplace etiquette, task management, and communication skills.
- Coordinate with employers to ensure accessible and supportive work environments.
- Act as a liaison between participants, employers, and support teams to foster successful job placements.
- Provide short-term on-the-job support as participants transition into their roles, ensuring they understand expectations and work processes.

Program Development & Administration:

- Maintain accurate documentation of assessments, progress reports, and job placements.
- Collaborate with Homesteads for Hope staff to integrate vocational training into the farm-based learning environment.
- Engage with ACCES-VR, local businesses, and community partners to expand work-based learning opportunities.
- Stay informed on best practices in vocational rehabilitation, disability employment services, and job coaching.

Qualifications & Requirements

- **Education:**
 - Master's degree in Vocational Rehabilitation Counseling, Special Education, Social Work, or a related field preferred; OR
 - Bachelor's degree with related experience.
- Experience in vocational assessments, job coaching, career counseling, or disability services preferred.
- Strong understanding of employment barriers for individuals with IDD and strategies for overcoming them.
- Excellent communication, organization, and problem-solving skills.
- Ability to work independently while collaborating with a multidisciplinary team.
- Commitment to inclusion, person-centered planning, and empowering individuals to achieve meaningful employment.

Preferred Qualifications:

- Familiarity with ACCES-VR guidelines and work-based learning programs.
- Experience working in agriculture, food service, retail, or hospitality settings.
- Knowledge of adaptive employment strategies and workplace accommodations.

Why Join Us?

Homesteads for Hope provides a unique and enriching environment where individuals of all abilities can learn, work, and grow. As a Vocational Program Facilitator, you will play a crucial role in supporting participants on their path to independence, career development, and community inclusion.

Apply Today! Help create an inclusive workforce by empowering individuals to thrive in meaningful employment experiences.