



Career Quest
Onboarding Packet





Welcome to the Career Quest Team,

On behalf of the entire team at Step's Foundation, Inc., I am delighted to extend a warm welcome to you! We are excited that you have chosen to join our community and contribute to our mission of empowering individuals through vocational rehabilitation.

Your role is crucial in helping us achieve our goals and make a significant impact in the lives of the people we serve. We believe that your skills and experiences are a perfect match for our needs and that you will bring fresh perspectives and innovative ideas to our ongoing projects.

At Step's Foundation, Inc., we are committed to creating an inclusive and supportive work environment where every member feels valued, respected, and given the opportunity to thrive. We encourage open communication, collaboration, and continuous learning, as we all work towards our common goals.

Please take the time to go through the materials provided in this welcome packet, as they contain important information about our programs, your role, and our company culture. Remember, our team and your fellow colleagues are here to support you and answer any questions you may have.

I look forward to meeting you personally and seeing the incredible things we will accomplish together. Welcome aboard!

Warm regards,

A handwritten signature in black ink, appearing to read "Abigail Ellis".

Abigail Ellis
Executive Director
Step's Foundation, Inc



About Us

Mission Statement

Step's Foundation Inc's mission is to connect members of the local community to both valuable resources, and most importantly, each other through the administration of community workshops, support groups, career support services, and other social services. With a focus on youth development, youth leadership, family engagement and family empowerment, Step's Foundation, Inc aims to lay a foundation of continued support for the whole community to grow together.

Vision Statement

Our vision at Step's Foundation, Inc is to be a pillar of support for local communities that promote growth, creativity and education.

Our Values

Serve and Support – Show compassion, respect, and integrity while creating opportunities for members in the community to receive the necessary resources!

Transformation – Action meets connection when we serve to transform lives!

Empowerment – Providing opportunities and resources to our families and community to get the support they need to rise up to their highest potential!

Passion – Be inspired to do for others throughout the organization and in the community!

Selflessness and Community – We do what we do for the greater good not ourselves, while working in connection with our community to reach our goal of mutual support.

Onboarding Checklist

New Hire Documentation Checklist

- Our Organization Application**
 - Complete and submit the official application form for Step's Foundation, Inc.
- VR (Vocational Rehabilitation) Application**
 - You will need your Pre-ETS training score for this application
- Resume Submission**
 - Provide a current resume detailing relevant work experience, skills, and education.
- Photo Copy of Degree or Unofficial Transcripts**
 - Submit a photocopy of your highest degree or unofficial transcripts as proof of educational qualifications.
- W9 Form Completed - attachment**
 - Fill out and sign the W9 form for tax purposes and contractor status verification.
- Contract Review and Signature**
 - Review the employment contract provided by Step's Foundation, Inc., ensure understanding of all terms, and sign to indicate agreement.
- Pre-ETS Training - click the links below, you must pass the post-test with 80%**
 - Attachment Power Points
 - Post-test - <https://www.surveymonkey.com/r/8LZTVCG>
- Self Advocacy Training - click links below you must pass the post-test with 80%**
 - Video - <https://youtu.be/2otsZKanQ-c>
 - Post-test - <https://www.surveymonkey.com/r/SATPPA>

Policies and Procedures

Certain practices are in place to ensure positive and safe experiences at Steps Foundation, Inc.

Drug Free Policy

The unlawful manufacture, distribution, dispensation, possession, or use of controlled substances is not allowed in Steps Foundation, Inc. program sites. Additionally, you may not be impaired by any substance while serving. Such action may result in your immediate dismissal from the position.

Non-Smoking Policy

Smoking by our employees, interns, volunteers, community partners, or vendors in any interior offices or spaces of any building occupied by Steps Foundation, Inc. is not allowed. There is also no smoking permitted within 60 feet of any entryway, vent, or doorway to the interior building.

Alcoholic Beverages

No participant of Steps Foundation, Inc. will possess or consume beer, wine, or other alcoholic beverages while actively engaged or prior to actively engaging in mentoring or volunteering, nor shall any participant endorse the use of alcohol.

Weapons, Firearms, and Other Dangerous Materials

The possession or use of firearms, firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material while participating in volunteering or mentoring activities is strictly prohibited. Any violation of this policy will result in immediate suspension and/or termination. In addition, violations of this policy may result in notification being given to legal authorities that may result in arrest or legal action and may be punishable by fine and/or imprisonment.

Property Policy

As a volunteer or intern for Steps Foundation, Inc., you will respect the property of Steps Foundation, Inc., any affiliates or partners, and the personal property of other volunteers, interns, and staff.

Code of Conduct

By volunteering or interning with Steps Foundation, Inc. you must possess a level of maturity, responsibility, and commitment which is an essential ingredient of our continued success. We are confident that while you are volunteering or interning with us, you will continue to demonstrate these qualities and conduct yourself in a professional manner at all times. Your primary responsibility as a volunteer or intern of Steps Foundation, Inc. is to perform your duties to the best of your ability so that we can all continue to grow and succeed. This responsibility carries with it a number of obligations such as obeying organization rules, cooperating with staff, and remaining loyal to the organization. While we hope and expect the need for disciplinary action will be rare, when your performance, attitude, or conduct falls short of our established standards, we will not hesitate to take appropriate action. Such action will range from oral or written warnings to dissolving all volunteer or intern opportunities with us. Some types of misconduct are so intolerable that separation may be imposed for even the first offense.

Harassment/Sexual Harassment

Steps Foundation, Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignments, compensation, discipline, termination, and access to benefits and training. Steps Foundation, Inc. prohibits any form of unlawful harassment or discrimination of employees, volunteers or interns, customers/clients, visitors, or vendors.

Steps Foundation, Inc. does not tolerate the harassment of any employee, volunteer or intern by any other employee, volunteer or intern, or supervisor for any reason. The company is committed to a work environment in which all individuals are treated with respect and dignity and expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice, and harassment. In addition, harassment on the basis of sex is a violation of state and federal laws which subject the individual harasser to liability for any such unlawful conduct.

Sexual harassment is considered to exist whenever there are unwelcomed sexual advances, requests for sexual favors, or any other verbal or physical conduct of a sexual nature when:

- Submission to the conduct is made either implicitly or explicitly a condition of the individual's employment
- Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee
- The harassment has the purpose or effect of unreasonably interfering with the employee's work performance or creating an environment that is intimidating, hostile, or offensive to the employee

Unacceptable Behavior

It is the policy of Steps Foundation, Inc. that unacceptable behaviors will not be tolerated on the part of volunteers or interns while participating in the program. This policy is in addition to behavioral requirements stipulated in other policies or procedures within this manual. This policy in no way is intended to replace or take precedence over other policies or procedures including, but not limited to, the following:

- Confidentiality Policy
- Transportation Policy
- Mandatory Reporting of Child Abuse and Neglect Policy
- Use of Alcohol, Drugs, Tobacco, and Firearms Policy

A number of behaviors are regarded as incompatible with Steps Foundation, Inc. goals, values, and program standards and therefore are considered unacceptable and prohibited while participants are engaged in volunteer or intern activities:

- Unwelcome physical contact, such as inappropriate touching, patting, pinching, punching, and physical assault
- Unwelcome physical, verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual
- Demeaning or exploitive behavior of either a sexual or nonsexual nature, including threats of such behavior
- Display of demeaning, suggestive, or pornographic material
- Known sexual abuse or neglect of a child
- Denigration, public or private, of any mentee parent/guardian or family member
- Denigration, public or private, of political or religious institutions or their leaders
- Intentional violation of any local, state, or federal law
- Drinking while driving under the influence of alcohol
- Possession of illegal substances

Any unacceptable behavior, as specified but not limited to the above, will result in a warning and/or disciplinary action including suspension or termination from Step's Foundation, Inc.

Confidentiality Policy

It is the policy of Steps Foundation, Inc. to protect the confidentiality of its participants and their families. With the exception of the limitations listed below, program staff/interns/volunteers will only share information about mentors, mentees, students, and their families with other Steps Foundation, Inc. staff. Further, all prospective mentors, mentees, students, and parents/guardians should be informed of the scope and limitations of confidentiality by program staff. Additionally, mentors are required to keep information about their mentee and his/her family confidential.

In order for Steps Foundation, Inc. to provide a responsible and professional service to participants, it is necessary to ask mentor, mentees, students, parents/guardians, and other outside sources to divulge extensive personal information about the prospective participants and their families, including:

- Information gained from students, mentors, and mentees written or otherwise, about themselves and/or their families, in application to and during program participation
- Participants' names and images gained from participants themselves, program meetings, training sessions, and other events
- Information gained about participants from outside sources including confidential references, school staff, employers

Records are, therefore, considered the property of Step's Foundation, Inc., not the volunteer/intern/employee, and are not available for review by mentors, mentees, or parents/guardians without approval from a supervisor.

Limits of Confidentiality

Information from mentor and mentee records may be shared with individuals or organizations as specified below under the following conditions:

- Information may be gathered about program participants and shared with other participants, individuals, or organizations only upon receipt of signed "release" forms from mentors, mentees, students, or parents/guardians.
- Identifying information (including names, photographs, videos, etc.) of program participants may be used in organization publications or promotional materials only upon written consent of the mentor, mentee, student, and/or parent/guardian.
- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.

- Information may be provided to legal counsel in the event of litigation or potential litigation involving the organization. Such information is considered privileged information, and its confidentiality is protected by law.
- Program staff, volunteers, or interns are mandatory reporters and as such must disclose information indicating that a student, mentor, or mentee may be dangerous or intend to harm him/herself or others.

Transportation Policy

It is the policy of Steps Foundation, Inc. to not transport any students in the program in our personal vehicles. They are responsible for their own transportation.

Ethics Points

Steps Foundation, Inc. has an excellent reputation of conducting all of our business according to the highest principles of business ethics. We are proud of this reputation. We are committed to conducting our business activities with honesty and in full compliance with the laws and regulations of the State of Florida. We also believe in treating our employees, volunteers, and interns with the same principles.

As a Steps Foundation, Inc employee, volunteer or intern, you should know where we stand on basic ethical issues so that you can act accordingly. The following business ethics set down the guidelines for business conduct at Steps Foundation, Inc. It is our firm intention that these standards and rules guide the actions of all involved with our organization.

Equal Opportunities

It is our policy to be fair and impartial and avoid unlawful discrimination in all our relations with employees and applicants for employment without regard to race, color, religion, sex, age, physical or mental disability, national origin, marital status, ancestry, medical condition, sex gender, military/veteran status, or any other characteristic protected by state or federal law. Steps Foundation, Inc. believes in the freedom of opportunity for every individual to work at a job, get access to internship/mentorship and for which he or she qualifies. We will make every effort to ensure that hiring, promoting, and transferring decisions are determined by the qualifications of the candidate. Other personnel actions such as compensation, benefits, discipline, terminations, training, and recreational activities also will be administered without unlawful discrimination. Any employee including members of management, who participate in any act of discrimination, will be subject to corrective action, up to and including separation from employment.

Conflict of Interest

As a volunteer or intern of Steps Foundation, Inc, it is expected that you will avoid actions that involve, or appear to involve, conflicts of interest between your duties and other business ventures or personal relationships. It is in your best interest and that of the organization that you act with discretion and good common sense in conducting all business on behalf of the Steps Foundation, Inc.

Job Descriptions

Career Quest Employment Specialist

Job Summary: The Employment Specialist at Step's Foundation, Inc. is responsible for assisting clients with disabilities in finding and sustaining suitable employment. The role involves assessing client capabilities, developing personalized employment plans, and providing ongoing support and coaching. This position plays a crucial part in facilitating the successful integration of individuals with disabilities into the workforce.

Location: Office Location / Remote Options

Reports To: Career Quest Project Manager

Job Type: Full-Time/Part-Time; Permanent/Temporary

Key Duties and Responsibilities:

- **Client Assessment:**
 - Conduct comprehensive evaluations to determine clients' vocational interests, skills, and abilities.
 - Formulate tailored employment plans aligning with each client's rehabilitation objectives.
- **Job Development and Placement:**
 - Scout for and secure employment opportunities that match client qualifications and career aspirations.
 - Collaborate with employers to create or modify positions and negotiate job accommodations as needed.
 - Guide clients through the application process, including resume and cover letter preparation and interview techniques.
- **Support and Coaching:**
 - Offer on-site coaching and support to ensure smooth adaptation and performance in new job roles.
 - Track client progress and address potential obstacles to employment retention.

- **Employer Relations:**
 - Foster strong partnerships with employers to ensure robust support for current and future placements.
 - Regularly visit employment sites to review client work situations and troubleshoot issues.
- **Documentation and Compliance:**
 - Maintain detailed and confidential client records, tracking assessments, plans, and progress.
 - Adhere to all relevant laws and guidelines pertaining to vocational rehabilitation and employment of people with disabilities.
- **Training and Development:**
 - Conduct client workshops on job search strategies and workplace etiquette.
 - Keep abreast of developments in vocational rehabilitation and employment services for the disabled.

This job description outlines the primary duties and responsibilities of the Employment Specialist role and is intended to provide a general guide to the scope of the position. It is not exhaustive and does not cover all tasks that may be assigned or all skills that may be required. The duties and responsibilities may be subject to change at any time due to organizational needs or restructuring.

Qualifications:

- Bachelor's degree in Rehabilitation Counseling, Social Work, Psychology, or a related discipline.
- Preferred: Certified Rehabilitation Counselor (CRC) certification.
- Prior experience in vocational rehabilitation or career counseling.
- Understanding of employment laws concerning disabilities and accommodation requirements.
- Strong interpersonal and effective communication skills to interact with a diverse range of clients and employers.

Skills:

- Excellent organizational and time management abilities.
- Strong motivational skills and the capacity to build confidence in clients from various backgrounds.

- Proficient in using Microsoft Office Suite and case management systems.
- Compassionate, patient, and committed to empowering individuals with disabilities.

Working Conditions:

- Office-based role with regular travel to employer sites and client meetings.
- Flexible schedule required to accommodate client and employer needs.

Step's Foundation, Inc. is an Equal Opportunity Employer that values diversity. All qualified candidates will be considered for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Career Quest Project Manager

Job Summary: The Project Manager at Step's Foundation, Inc. will be responsible for overseeing the delivery of vocational rehabilitation services through effective management of the Employment Specialists team. This role involves strategic planning, resource management, and close coordination with the Executive Director to ensure that program objectives are achieved efficiently and effectively. The Project Manager will play a key role in fostering an environment that supports client success and staff development.

Location: Office Location / Remote Options

Department: Vocational Rehabilitation Services

Reports To: Executive Director

Job Type: Full-Time/Part-Time; Permanent/Temporary

Key Duties and Responsibilities:

- **Team Management:**
 - Lead, supervise, and evaluate the team of Employment Specialists.
 - Organize regular team meetings to ensure alignment with program goals and to facilitate communication.
 - Develop and implement training programs to enhance team skills and knowledge.
- **Program Oversight:**
 - Manage the planning and execution of vocational rehabilitation programs.
 - Monitor program progress against goals and objectives, adjusting strategies as necessary.
 - Ensure high-quality service delivery aligned with organizational standards and client needs.
- **Stakeholder Engagement:**
 - Serve as the primary point of contact for internal stakeholders, including the Executive Director, regarding program status and issues.
 - Build and maintain relationships with external partners, including employers, community organizations, and service providers.

- **Budget and Resource Management:**
 - Oversee the budget for the Vocational Rehabilitation program, including monitoring expenditures and approving allocations.
 - Ensure resources are utilized efficiently and effectively to meet program objectives.
- **Reporting and Compliance:**
 - Prepare detailed reports on program status, challenges, and outcomes for the Executive Director and other stakeholders.
 - Ensure compliance with federal, state, and local regulations affecting vocational rehabilitation services.
- **Continuous Improvement:**
 - Evaluate program effectiveness and identify areas for improvement.
 - Implement best practices and innovative solutions to enhance program outcomes.

This job description provides a broad overview of the responsibilities and qualifications for the Project Manager position and is designed to outline primary duties and necessary credentials. It is not exhaustive and may not capture all duties assigned to the role. Responsibilities may evolve with the organization's needs, and additional tasks may be required as dictated by operational demands and strategic shifts.

Qualifications:

- Bachelor's or Master's degree in Business Administration, Project Management, Rehabilitation Counseling, Social Work, or related field.
- Proven experience as a project manager or leader in a service-oriented environment, preferably in vocational rehabilitation or a similar field.
- Strong leadership skills and experience managing a team.
- Excellent communication and interpersonal skills to interact effectively with all levels of the organization and external stakeholders.
- Knowledge of laws and regulations related to vocational rehabilitation and employment of individuals with disabilities.

Skills:

- Strong organizational and time-management skills.
- Strategic thinking and problem-solving capabilities.
- Proficiency in project management software and tools.
- Ability to work under pressure and adapt to changing environments.

Working Conditions:

- Primarily office-based with some travel required for stakeholder engagement and program oversight.
- Flexible working hours to meet program demands and deadlines.

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Career Quest Administrative Support

Job Summary: The Administrative Support staff at Step's Foundation, Inc. plays a crucial role in ensuring efficient operations across the front office and providing essential support to both families and the Project Manager. This role requires a highly organized, reliable, and communicative individual who can handle multiple tasks effectively and provide a welcoming atmosphere for our clients and visitors.

Location: Office Location / Remote Options

Department: Administration

Reports To: Executive Director

Job Type: Full-Time/Part-Time; Permanent/Temporary

Key Duties and Responsibilities:

- **Front Office Management:**
 - Greet and assist visitors and clients, ensuring a welcoming environment.
 - Manage incoming calls, respond to inquiries, and route calls to appropriate staff.
 - Maintain front desk procedures, including contact information, directions, and frequently asked questions.
- **Family Interaction:**
 - Assist families with initial paperwork and documentation.
 - Provide information regarding services and direct them to appropriate departments or staff.
 - Schedule appointments and manage calendars for client meetings and follow-ups.
- **Administrative Support:**
 - Assist the Project Manager with daily administrative tasks.
 - Prepare and organize documents, reports, and presentations for meetings.
 - Handle mail distribution, office supplies inventory, and maintenance of office equipment.
- **Record Keeping and Data Entry:**
 - Maintain accurate records of client interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.

- Process client files and update information in the database to ensure accuracy and confidentiality.
- **Communication Coordination:**
 - Serve as a liaison between the Project Manager, staff, and external partners to ensure clear communication.
 - Distribute internal communications, coordinate meetings, and gather necessary documentation from other departments.

This job description outlines primary responsibilities and requirements for the Administrative Support position and is intended to provide a framework for the role. It is not exhaustive and does not encompass all tasks that may be required or all skills that may be necessary for the job. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice, based on the needs of Step's Foundation, Inc. and the evolving organizational structure.

Qualifications:

- High school diploma or equivalent; further education or certification in Office Administration is a plus.
- Proven experience as an administrative assistant, front desk manager, or similar role.
- Strong understanding of office management and daily operations.
- Excellent verbal and written communication skills.
- Proficient with Microsoft Office Suite and comfortable learning new database systems.

Skills:

- Strong organizational and planning skills.
- Excellent time management skills and ability to multitask and prioritize work.
- Attention to detail and problem-solving skills.
- A welcoming and patient demeanor, with strong interpersonal skills.
- Ability to work independently and as part of a team.

Working Conditions:

- Office environment, typically Monday through Friday during standard business hours, though some flexibility may be required for events or deadlines.
- May involve interaction with a diverse population including staff, clients, and external partners.

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