

Career Services Manager (Recruiter)	Program Managers
<ul style="list-style-type: none"> <li>• All communication prior to placement with any applicants/candidates, including referrals</li> <li>• Conduct pre-screen interviews and present qualified candidates for review and client submission</li> <li>• Coordination of interviews with candidates and DCO and communication of hiring process status updates</li> <li>• Serve as main point of contact to address/triage questions relating to pay, (including requests/negotiation for comp increases), benefits, assignment details, etc.</li> <li>• Support and guide candidates through the hiring and onboarding process</li> <li>• Communicating changes/updates relating to the employee's assignment.</li> <li>• Reinforce messaging regarding performance/coaching opportunities with current employees at the request of the PM/DCO <b>AFTER</b> coaching has taken place.</li> <li>• Retention/engagement calls (including renewals)</li> <li>• Maintain accurate and up-to-date candidate records in SmartSearch</li> <li>• Ensure candidates are credentialed and cleared prior to start date</li> <li>• Conduct regular follow-ups to support retention and candidate satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in and/or lead clinical interviews to aid in selecting candidates who are the best fit for open positions (refer to IBSS hiring flow chart)</li> <li>• Monitor the success and stability of school-based placements across assigned caseloads.</li> <li>• Serve as a key point of contact for escalations or issues related to employee performance, attendance, or client satisfaction.</li> <li>• Conduct proactive check-ins with staff and clients to ensure smooth day-to-day operations.</li> <li>• Act as an on-site point of contact for field staff regarding scheduling, assignment logistics, and school-site expectations.</li> <li>• Monitor attendance, punctuality, service delivery of assigned staff and engagement and satisfaction throughout the school year.</li> <li>• Collaborate with DCO and AE to support high-need or at-risk employees.</li> <li>• Partner with DCO and AE to troubleshoot concerns and implement support plans.</li> <li>• Partner with district or clinical leadership to design, implement, and evaluate program effectiveness</li> <li>• Coordinate onboarding and training program staff in collaboration with the DCO</li> <li>• Monitor service delivery and coordinate with DCO and AE address barriers to implementation</li> <li>• Address performance concerns in collaboration with DCO or HR as appropriate.</li> <li>• Conduct annual performance review meeting with employee <b>BEFORE</b> renewals are presented</li> </ul>

Account Executive (AE-Leah)	Director of Clinical Operations (DCO-Nicole)
<ul style="list-style-type: none"> <li>• Serve as primary point of contact for assigned school district clients.</li> <li>• Build and maintain strong, trusted relationships with key client stakeholders, acting as the voice of the client internally.</li> <li>• Conduct regular check-ins with clients to assess satisfaction, staffing needs, client satisfaction surveys, or feedback sessions.</li> <li>• Proactively address client questions, concerns, and escalations and ensure accurate billing of services.</li> <li>• Oversee candidate submittal process, ensuring fulfillment of jobs.</li> <li>• Oversee job orders and dissemination of account or job order updates</li> <li>• Drive new business opportunities within existing accounts (cross-sell additional services/roles, geographic expansion).</li> <li>• Identify upsell opportunities (extended contracts, added roles such as SPED, BCBAs, RBTs, BTs, etc.).</li> <li>• Set realistic expectations with clients regarding market conditions and time-to-fill.</li> <li>• Coordinate with Recruiting, Credentialing, and Onboarding teams to ensure timely and accurate placement of staff.</li> <li>• Keep clients informed on placement progress and onboarding milestones.</li> <li>• Manage client-side onboarding tasks (site-specific orientations, badging, approvals).</li> <li>• Ensure smooth transitions for redeployments or end-of-assignment situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct regular check-ins on active placements to ensure satisfaction and performance.</li> <li>• Address performance concerns of employees in collaboration with Program Manager or HR</li> <li>• Collaborate with Program Managers on support plans for high-needs cases.</li> <li>• Conducts clinical interviews</li> <li>• Confirm placement details with employee prior to start date.</li> <li>• Designs, implements, and evaluates clinical programs and services.</li> <li>• Ensures services align with evidence-based practices and industry standards.</li> <li>• Oversees clinical workflows, documentation practices, and outcome tracking.</li> <li>• Support Program Manager and Program Supervisors in the management of clinical staff.</li> <li>• Builds professional development training and opportunities and oversees the performance evaluation process.</li> <li>• Ensures staff maintain appropriate licensure and certification.</li> <li>• Serves as the clinical point of contact for schools, districts, or healthcare facilities.</li> <li>• Partners with education administrators to support student/school outcomes.</li> <li>• Conducts presentations and case reviews to ensure fidelity</li> </ul>

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