

## HOPE SERVICES

### **Job Description**

5/08 rev.

**Position:** Job Coach II

**Classification:** Non-Exempt

**Salary Grade:** 6

**Status:** Bargaining Unit

### **Purpose:**

Provides individualized service to HOPE clients to assess and remediate personal and social barriers, which inhibit success in community settings. May also provide job-site training and intervention as assigned for HOPE clients placed in community employment settings and work closely with clients and employers to determine job training goals and ongoing success.

### **Principle Responsibilities:**

The following responsibilities represent the essential functions of the position. An employee in this classification is responsible for carrying out the following functions:

1. Takes a lead role in providing job and skill training for HOPE clients working in the community, provides support and on the job training for other job coaches.
2. Implements start-up projects and services, provides support for new locations.
3. Provides needed supports to assure client success in employment placements. May work varied hours depending on client and program needs. Evaluation, training, goal setting and follow-up services for successful job retention.
4. Acts as a liaison with the employer, providing training and supports, consultation on employment related issues for success of long term employment.
5. Acts as a program monitor to assigned clients, provides advocacy and referrals as needed. Assists clients with accommodations and ADA related issues.
6. Represents the Agency in the community. Maintains a professional relationship with family members, employers, and funding sources. Complies with employer policies and procedures while assigned to their locations
7. Completes all required reports and documentation, maintains complete and accurate case files, conducts annual and semi-annual meetings, prepares individualized service plans.
8. Assures compliance with Agency and departmental safety and confidentiality standards.
9. Works independently in the community, develops and implements instructional plans, social skill training and provides interventions as needed.
10. Works in a variety of settings and assignments as needed to accommodate changing needs and or requests by contracting employers, including hours of work and location.
11. Performs task analysis and time studies for wage evaluations as required by DOL.
12. Acts as a mandated abuse reporter.
13. May perform other duties as assigned to assure the efficiency of the program.

### **Minimum Qualifications:**

High School diploma, G.E.D. or equivalent plus two years of related experience working with

people with disabilities in a rehabilitation environment. One of those two years of experience will be as a job coach. Completion and clearance of fingerprints for DOJ criminal background check, TB test, physician's report, and First Aid and CPR certification required.

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**Reports To:** Program Coordinator or Site Manager

**Supervisory Responsibility:** none

**Required Knowledge, Skills and Abilities:**

1. Ability to understand and relate to individuals with disabilities, their families, the community and HOPE personnel.
2. Flexibility in scheduling of work hours, location and type of assignments within the greater service region.
3. Ability to observe, evaluate, document and communicate verbally and in writing.
4. Ability to accept supervision and work cooperatively as a team member with all Employment Services staff as well as with the client and employers.
5. Ability to teach good work habits and social skills to individuals with developmental disabilities.
6. Ability to utilize critical thinking skills in decision making situations, good organizational and record keeping skills, and good independent judgment.
7. Basic computer knowledge.
8. Knowledge and understanding of time study development
9. Knowledge and commitment to the principles and concepts of normalization.
10. Ability to be flexible with scheduling and prioritization of tasks.

**Physical & Environmental Conditions**

Extensive travel in the community, providing physical and vocational training supports to the consumer in community based placement. Exposure to outdoor weather, dust and pollens. In the consumer's employment setting, will be exposed to a variety of retail, production, and manufacturing environments and elements.