



JOB COACH / EMPLOYMENT SPECIALIST ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Provides Person-Centered Supports:

1. Works with the supervisor and program participants to develop a person-centered plan to assist clients in reaching their employment goals.
 - a. Creates a resume that is easy to read, consistent, neatly formatted, showcases work history, and is professional and concise.
 - b. Notifies the Social Security Administration of client employment start date within two weeks of employment.
 - c. Prepares clients for interviews using simulations and attends interviews with clients as needed.
 - d. Engages in effective job search techniques and creates and manages multiple accounts on job search sites such as Indeed, LinkedIn, and Glassdoor.
 - e. Assesses the strengths and weaknesses of clients and helps to enhance positive attributes.
 - f. Works to explore client interest in employment.
 - i. Completes interest and personality inventories with clients.
 - ii. Provides other exploration supports, including coordinating informational interviews, job site visits, and job shadowing.
 - g. Monitors client income and reports, as necessary, or ensures that this need is fulfilled elsewhere.
 - h. Meets timeframes for frequency of submitting resumes, completing interviews, and obtaining employment on behalf of clients.
 - i. Guides clients on the job in learning to complete job tasks with the goal of achieving the highest level of independence possible for clients.
 - j. Develops transportation plans to and from job sites.
 - k. Works with the client and advocates as necessary on their behalf to their employer to ensure that they receive reasonable accommodations to address client needs.
 - l. Has a working understanding of the rights under the ADA to advise both clients and employers.
 - m. Completes daily written documentation of activities as assigned, including plans, progress notes and reports.
 - n. Exercises mature judgment and relates to clients in a warm and caring manner.
 - o. Safeguards client privacy and confidentiality, making sure protected health information is secured in accordance with agency guidelines and state and federal regulations.
 - p. Provides transportation as necessary to clients up to fifty (50) miles per day to and from work.
 - q. Works with clients to build skills and increase independence.
2. Works to build client independence in job skills to create as much self-reliance as possible and in an effort for the client to be successful in their position.
3. Works independently and effectively manages time with little to no direct daily supervision.
4. Maintains positive professional working relationships with all staff to help the agency operate as a coordinated unit.
5. Meets agency standards for performance by delivering work timely and to a high-quality standard.

6. Complies with agency policy and procedures for health and safety standards of its' clients, employees, and of the facility.
7. Develops a trusting relationship with the client while maintaining appropriate, professional boundaries while providing services and prompt communication (within 24-hours) to clients and their team members.
8. Works to ensure that client service needs are addressed and advocated for, as necessary.
9. Meets client and team expectations for quality of support.
10. Assists client in making progress toward their defined goals within their timeline, seeks opportunities for client growth, and challenges client to pursue opportunities as applicable.
11. Ensures that client supports stay within the client plan and scope of staff services to provide appropriate support while building independence.

Timekeeping:

12. Submits accurate timesheet to the supervisor by deadline using the correct form.
 - a. Ensures hours provided are within the client's approved budgeted hours.
 - b. Accurately maintains time records as required by law and agency policy.
 - c. Observes all meal periods and rest breaks as required by law.

Communication:

13. Maintains consistent contact with the client's employer.
 - a. Is proactive in addressing employment issues by maintaining consistent contact with the client, employer, and applicable team members.
 - b. Notifies the SSA within forty-eight (48) hours of the end of client employment.
 - c. Ensures that the client maintains their employment by keeping open communication with client and employer and meeting or exceeding expectations for frequency of contact.
14. Communicates with clients at least weekly and within twenty-four (24) hours of contact while maintaining professional boundaries.
 - a. Uses client's preferred communication method.
 - b. Documents appropriate steps taken if unable to contact clients for more than one (1) week.
 - c. Ensures that they are supporting within the scope of their role and building client independence.
15. Maintains an open and professional line of communication with clients' case managers.
 - a. Responds to communication from clients and case managers within twenty-four (24) hours.
 - b. Follows agency procedures for keeping the supervisor informed of communication with case managers.
 - c. Keeps the supervisor informed by keeping them CC'ed on email communications and updating them on other communications within twenty-four (24) hours.
 - d. Communications with case manager are grammatically correct and free of spelling errors.
16. Responds to internal communication from internal contacts (supervisors, coworkers, and Quality Assurance) and external communications within twenty-four (24) hours.
 - a. Works collaboratively with other team members to address client and agency concerns as needed.
 - b. Provides written communications with internal and external contacts that are professional, grammatically correct, and free of spelling errors.
17. Communicates with client's team to ensure client is best supported.
18. Notifies the supervisor of service level changes within twenty-four (24) hours of obtaining/beginning employment, losing employment, or the client determining they would like to begin seeking employment.
19. Communicates with the agency "task force" when they have been having difficulty securing employment for their client per the six-month agency guideline.

20. Updates the supervisor on all important client changes including hospitalizations or life-changing events (e.g., housing, family changes, major medical updates, employment, etc.) within twenty-four (24) hours.
 - a. Works with supervisor to address client issues quickly and efficiently.
 - b. Communicates with supervisor about agency-related issues and/or concerns.
 - c. Problem-solves and attempts to find a solution to non-urgent client issues independently before reaching out to supervisor.

Documentation & Written Reports:

21. Creates professional, thoroughly written, grammatically correct, and spelling-error-free reports per agency guidelines.
 - a. Provides monthly updates to the supervisor and sends approved monthly updates to the client and their applicable team members within expected timeframes. Reports require few edits for approval.
22. Ensures client electronic and paper files are secure and documents containing PHI are properly disposed of (i.e., shredded) when no longer up-to-date or necessary in accordance with agency policy and state and federal regulations.

Meetings & Trainings:

23. Schedules forty-five (45) day review meetings before deadlines and includes all applicable team members.
 - a. Ensures that QA is aware of the meeting date and time and keeps QA apprised of cancellations and rescheduled annual reviews.
 - b. Completes Employment Support & Outcome Methods documentation to high quality standards (thorough, grammatically correct, and free of spelling errors).
 - c. Sends documentation to the supervisor by expected timeframes for review.
 - d. Provides documentation that requires few edits for approval.
24. Schedules annual review meetings before deadlines and includes all applicable team members.
 - a. Ensures that QA is aware of the meeting date and time and keeps QA apprised of cancellations and rescheduled annual reviews.
25. Attends all staff meetings, trainings, and any other mandatory meetings.
26. Other duties as assigned.

DRIVING REQUIREMENTS

- The Job Coach position is an unlimited driving position.
 - Employees in this driving category are expected to drive up to thirty (30) miles to and between clients and to transport clients up to fifty (50) miles for goal-related or work activities.
 - Employees are expected to maintain a valid driver's license, a safe vehicle, and auto liability insurance.

JOB QUALIFICATIONS

- Associate's/Bachelor's degree in human services related field preferred.
- High School Diploma or equivalent with at least two (2) years of professional experience working with adults with physical disabilities, mental illness, intellectual and developmental disabilities required.
- Must pass a criminal background check.
- Demonstrated experience with Microsoft Office Suite and Adobe Suite.
- Demonstrated experience with general computer skills, including but not limited to, productivity software, communication tools, and database management.

- Must possess and maintain a current, valid Driver License.
- Must have reliable transportation with proof of insurance.
- Must be at least eighteen (18) years of age or older.

PHYSICAL DEMANDS

- The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The ability to lift, carry, bend, stoop, push or pull.
- Required to ascend/descend stairs.
- Regular use of hands requiring dexterity in using the telephone, computer keyboard, mouse or calculator.
- Exposure to low to moderate noise levels characteristic of working in an office, home, and community environment.
- The person in this position requires communication with clients with disabilities, client families, colleagues, and outside customers regarding the program. Must be able to exchange accurate information in varying situations.
- May be required to lift up to thirty (30) pounds.
- Must be able to remain in a stationary position 95% of the time.