

TITLE: Job Coach

REPORTS TO: Supportive Employment Specialist

1. **PURPOSE OF POSITION:** To be a partner in the community, provide leadership, residential, vocational and community supports to individuals with developmental and related disabilities and their families through program that enhance independence, dignity, choice and individual well being.

Essential Functions/Qualifications:

Lifting – up to 40lbs	Valid Clean Maine Drivers License
Driving within and out side the community	Vehicle Insurance
High moral character	Reliable Transportation
Positive Approaches	Clean Criminal Record Check
High School Diploma or Equivalent	Functional reading and writing skills

Physical Requirements:

Sitting	1-4 hours
Walking/Standing	3-8 hours
Lifting/Carrying/Transfers	up to 40lbs 2-10 times per day (Mechanical lifting devices and other approved aids should be used except during an emergency.)
Twisting	through out the day
Bending	through out the day
Squatting/kneeling	through out the day
Push/Pull	up to 50lbs 1-10 times per day
Stairs	Every day
Hearing	100 percent (correctable)
Vision	20/20 (correctable)
Speaking	Entire shift - Positive, clear, low tone
Crisis Prevention Intervention	Verbal and physical
Driving/Transporting Clients	1-8hrs per day

Environmental and Safety Factors:

Physical Behaviors	Occasional 1-10 per week
Verbal Behaviors	Occasional 1-10 per day
Slippery surfaces	Daily and seasonal
Noise	Minimal to Moderate
Body Fluids	Occasional
Dust	Occasional
Pace of work	Slow – fast, dealing with 1 – 6 participants
Degree of supervision	Mild to moderate
Temperature Fluctuations	0 – 85 degrees, outside and within facilities

STANDARDS:

1. Provide positive interactions within the agency and within the community that reflects the agency's philosophy and mission.
2. Respect the confidentiality and dignity of all participants and co-workers. Be positive and cheerful in all interactions with participants. Know, support and demonstrate competency of Residential Rights. Always use appropriate tone of voice and volume. Allow a reasonable amount of time for responses, be respectful at all times, vary approach (try another way) and encourage choices.
3. Advocate for all participants to ensure that individual needs are being heard and responded to. Treat the individual with dignity and respect by being a good listener and by knowing what is important to the person with regards to respect. Staff must communicate with the individual in the mode preferred by the individual. Learn and use the best communication methods for each person, i.e., sign language, symbols, mannerisms, gestures, reactions, etc. Listen to the individual, place importance on their ideas and preferences and support them to communicate their ideas to other people on their team.
4. Participate as a team player and maintain a positive attitude. Be courteous and professional to participants, co-workers, board members, family members, community providers, employers and agencies. Provide consistent communication between residential and day staff.
5. Utilize Tell, Show, and Do concepts in a positive manner. As a Job Coach you need to teach the program participants how to do the job well, assisting them when necessary. Whenever possible, the goal is for the program participant to be able to do their job without the need of a Job Coach. The ultimate goal is that he/she is able to work only needing natural supports (co-workers, job-site supervisor, friends and relatives).
6. Develop and implement activities that enhance independence and community integration. Be familiar with and follow developed assessments and service plans for each individual. Demonstrate knowledge of participants' goals and dreams as defined in their PCP and service plan. Coordinate any supports or training needed to maintain care, welfare, safety and dignity. Actively participate in Person Center Planning (PCP) meetings. Participate in the person centered planning process for each individual. Implement activities to achieve individual's goals or ensure appropriate provision of care; document implementation and results. Adopt, develop and implement goals that offer choice, respect and dignity with the ultimate goal of acquiring the skill necessary to lead a productive, joy filled life.
7. Case manager - Be aware and follow specific duties as outlined in the task manual even if you are not an assigned case manager.
8. Report any situations which might be interpreted as abuse, neglect, mistreatment or exploitation to your supervisor when you become aware of the situation. One of your primary responsibilities as a mandated reporter is assuring the safety and protection of the people we serve.
9. Help to teach appropriate social behavior to the individuals by modeling appropriate social behavior at all times. Serve as a positive role model by continually modeling appropriate behavior.

10. Provide support in or assistance with assigned job description and other needs described by the Individual Employment Plan. Which could include meal planning, shopping, budgeting, bill paying, banking, laundry, self-advocacy, transportation, solving, day to day problems, developing friendships, interacting with neighbors, coworkers and natural supports , taking medications, household tasks, and maintenance, accessing community resources, personal care and emotional support.
11. Respect a person's personal space while weighing their need for supervision in a way that provides them ample opportunity for quality of life. Provide adequate supervision for each person while respecting his or her need for privacy or personal space.
12. Participates with team members and all staff in the continued evaluation of the organization's effectiveness. Quality Assurance is very important. Establishes relationship with community businesses and providers. Regularly seek feedback and input from individuals and deal with customer complaints in a consistent, timely and professional manner.
13. Document participants progress accurately and consistently. Follow through on commitments. Maintain and submit all required documentation, reports and data in an efficient and timely manner. Complete documentation and writing responsibilities in a timely, accurate, detailed, and objective manner consistent with HOPE ASSOCIATION's policies and procedures. Such documentation may include but is not limited to: daily logs, incident reports, service plans.
14. Utilize proper chain of command. Seek assistance from your supervisor with work related problems. Ask for additional training when needed.
15. Be familiar with the dietary guidelines for a healthy diet and with safe food handling and storage procedures.
16. Transport individuals using company vehicles. May be required at times to use your own vehicle.
17. Turn in all receipts in a timely manner.
18. Practice effective time management and work ethics. Maintain a good attendance record including punctuality and leave request procedures. Fill out time sheets accurately and legibly and submit them on time.
19. Be well organized, utilizing planning strategies and follow through.
20. Maintain a clean neat appearance, with appropriate attire for accompanying individual in various activities, i.e., work site, shopping, concert or play.
21. Be familiar with and abide by procedures outlined in all HOPE ASSOCIATION's Policy and Procedure Manuals as well as guidelines developed by the State of Maine and DHHS State Regulations.
22. Attend all required agency training sessions as well as scheduled staff meetings. Be an active participant. Obtain certifications as required. (See Agency Training)
 - A. Crisis Prevention Intervention (CPI), CPR, First Aid and Direct Support Professional (DSP) certifications within six months.- RESIDENTIAL – add PSS and CRMA

23. Working safely and maintaining a safe work environment is a top priority at Hope Association. The variety of tasks associated with the Job Coach role requires employees to remain focused on safety as they perform the tasks outlined above. Respond to emergencies according to the agency's policies and procedures. Complete documentation as specified. Fill out vehicle and building maintenance forms and report any problems immediately to your supervisor. Keep the facility clean, neat, and in good repair. Report needs immediately.
24. Use appropriate lifting and transferring protocols at all times.
25. Be aware of individual's medications, changes and side effects.
26. Respond positively to the changing needs of the program.
27. Assume all job responsibilities presented to you by your program and/or supervisor. Readily accept and perform other job duties as assigned.
28. Be willing and able to work flexible hours to accommodate the work hours of our program participants. This could require working afternoons, evenings and weekends.
29. Be willing and able to drive in Oxford and Franklin counties under the always-changing winter conditions.

I have reviewed this job description and will perform all the functions required of this job to the best of my ability. I meet the qualification for the job. I understand that Hope Association is an 'at will' employer and that my employment may be terminated, without cause, at any time.

Employer Signature

Date