

Position Title: Community Coach

Reports To: Program Coordinator

FSLA: Non-Exempt **Status:** Full-time/Part-time

Job Summary: This position assists Employment Consultants by providing on-the-job support to clients with significant disabilities. This position will supervise and train adult clients in competitive employment and volunteer training opportunities. The purpose of this position is to provide natural supports in the workplace for the client with their supervisor and co-workers.

Essential Functions:

1. Supporting Holly Ridge Center's job development and placement services to community employers.
 - Prepares client evaluation to develop competitive job placements; assuring appropriate supported worker and employer job match.
 - Provides “person centered” planning, discovery services, and environmental assessments
 - Defines placement priorities and career goals of clients in line with capabilities and job needs. Instructs supported workers in areas such as personal-social skills, work-related attitudes, behavior and work skills
 - Fosters favorable natural supportive relationships between client and employer, co-workers, public and others.
 - Utilizes appropriate behavior management techniques and behavior modeling
 - Delivers positive team-oriented supervision by modeling positive behavior and appropriate dress and grooming
 - Provides crisis management and maintenance of appropriate work ethics at site.
2. Provides case management for client(s)
 - Provides consistent and effective job support and training
 - Prepares and maintains client records on a specialized client relations management system, meeting various funding and co-agency record requirements.
 - Communicates with AES team members about client progress, modifications, or improvement strategies, in a manner to facilitate client/employer success.
3. Assures that supported worker(s) meet or exceed goals of Individual Work Plan
 - Writes Individual Work Plans & 6 month Reviews
 - Hold IWP meeting in accordance with all DDA requirements and timelines
 - Ensures timely completion of Annual Holly Ridge forms packet
 - Provides accurate data regarding supported worker progress by case noting service within 1 working day
 - Provides consistent and effective job support and coaching/ training while blending into work environment

- Tracks performance, job skills, behavior, attendance, punctuality and other pertinent factors related to the individual's employment.
 - Develops strategies that will enhance job performance and enable increases in skills, job changes and worksite changes needed by the employer by staying in contact and monitoring those needs regularly.
4. Consults with management, as needed, to ensure a safe, productive experience for the supported worker and the employer
 5. Maintains respect for and confidentiality of supported worker.
 - Follow confidentially statement signed at beginning of employment
 6. Effectively responds to AES job assignment needs by being willing (and able) to change job sites and clients, with or without advance notice.
 - Manages own complex and varied schedule to ensure all clients are served according to funding source requirements.
 7. Other duties as assigned

Other Responsibilities:

1. Learn and implement latest rehabilitation techniques by attending available in-service training and workshops
2. Train new staff on individual client needs, personalities, goals and work requirements to ensure quality coverage or caseload transfer.

Required Work Experience and/or Training:

- 2 years experience in the field of disabilities
- AA Degree in related field preferred
- Case management experience required
- National Certificate in Employment Services required
- CPR/1st Aid Certification within 90 days of employment
- Must have clean WA State driver's license
- Valid WA State Driver's License and proof of insurance

Required Knowledge, Skills and/or Abilities:

- Strong interpersonal communication skills
- Independent thinking, problems solving skills
- Ability and experience working with a widely diverse population respectfully
- General positive outlook and disposition
- High observation skills and ability to make quick decisions
- Knowledge of assessment skills and experience in use and interpretation
- Ability to pass a criminal history background check
- Working knowledge of Microsoft Word, Outlook, Excel and the internet.

- Team- Player
- Experience with iPad applications and a Client Resource Management system preferred.

Physical Demands:

- Ability to lift 20-25 lbs frequently
- Ability to stand and walk frequently
- Additional physical demands for various job sites may apply

I have read this job description and feel I can perform the essential job functions with or without accommodation.

Employee: _____

Date: _____

Supervisor: _____

Date: _____