

## Community Access Incorporated Job Description

**Job Title:** Job Coach  
**Department:** Residential  
**Reports To:** Program Coordinator and Program Director  
**FLSA Status:** Non-Exempt  
**Prepared By:** Jeff Spangler  
**Prepared Date:** 11/1/2013  
**Approved By:** Dona Spangler  
**Approved Date:** 11/1/2013

**Summary** Cares for disabled persons at job site, by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Counsels consumer(s) in a variety of social, personal, economic, and behavioral areas. Interactions center on mutual understanding, acceptance, valuing and support.
- Teaches a variety of skills in natural settings and monitors consumer(s) growth and development in these areas.
- Participates in the interdisciplinary team process and provides other team members with pertinent information and data.
- Attends a variety of applicable training(s), in-services and meetings designed to enhance his/her knowledge and broaden his/her scope of understanding of each consumer(s) needs.
- Abides by all policies and procedures established by CAI/DHS-DDSD and maintains a level of professionalism reflective of CAI's values and mission at all times in the performance of his/her job duties.
- Works to empower consumer(s) to effectively interact with and participate in their communities and relationships in an interdependent, mutually valuing manner.
- Advocates for the needs and desires of the consumer(s) while teaching and encouraging self-advocacy and positive awareness.
- Serves as a role model for the consumer(s) served. Words, actions, attire, body language and attitude should reflect socially acceptable norms which consumers can emulate to integrate more fully into community settings.
- Facilitates the consumer(s) development of social and personal relationships and assists in the locating and accessing community programs and services.
- Provides direct assistance when necessary, in a respectful and discreet manner, which does not stigmatize the consumer unnecessarily. Assistance is based on actions, which enable and encourage independent effort. (Direct assistance includes but is not limited to: Teaching job duties, filling out time card, completing employment documentation, meal preparation, medication administration, etc...)

- May be required to work in a variety of setting during varying time periods due to changes and developments in the consumer(s) life, and will be expected to be reasonably flexible in accommodating scheduling needs. The consumer needs always come first. CAI provides services up to 24 hours a day and 365 days a year, meaning ALL CAI employees may have to work on various holidays, based on consumer(s) needs and scheduling needs.
- Maintains as completely confidential ALL communication with and personal knowledge of ALL consumer(s), their families and other personal contacts, employers and other staff members. Without the consumer(s) specific authorization, any information, not of public knowledge nature, will be communicated only to those individuals with a specific “need to know”.
- Transports consumers to various destinations, recreational, vocational and medical appointments to name a few. This transportation can occur in company owned vehicle or employees personal car. See Mileage Reimbursement Policy.
- NO EMPLOYEE OF CAI WILL SLEEP WHILE ON SHIFT (BEING PAID)!

**THIS LIST IS NOT ALL-INCLUSIVE. OTHER DUTIES, AS REQUIRED WILL BE EXPECTED TO BE CARRIED OUT.**

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Competencies**

- To perform the job successfully, an individual should demonstrate the following competencies:
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Communicates changes and progress.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Consumer Service - Manages difficult or emotional consumer situations; Responds promptly to consumer needs; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.

- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.
- **Judgment** - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.
- **Motivation** - Demonstrates persistence and overcomes obstacles.
- **Planning/Organizing** - Uses time efficiently; Sets goals and objectives.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Adaptability** - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased

responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of consumers or employees of organization.

### **Mathematical Skills**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Internet software.

### **Certificates, Licenses, Registrations**

Current Drivers License, Current Motor Vehicle Insurance or ability to be insured by Company's insurance.

Clean Criminal Background.

**Other Qualifications**

Willingness to use personal car, if needed.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk and talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually quiet.

I understand the responsibilities and expectations outlined above and agree to fulfill them to the best of my ability.

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date