

Job Coach / Home Visitor

Job Summary

Summary: Supports Goodwill's mission by working with a team to provide resources, referrals, home visiting services, work site coaching, and life skills resources to persons with barriers to employment.

Essential Duties and Responsibilities (other duties may be assigned)

Job Coach:

- Provides hands on training, supervision and support to participants at a variety of work locations.
- Prioritizes, plans and schedules participant work activities. Coordinates materials and work flow to meet production needs.
- Assigns specific tasks such as cleaning, sorting, assembling or hand packing.
- Explains and demonstrates tasks. Works with individuals on a variety of tasks to ensure individual understands job duties, and tasks are achievable.
- Assesses participant skills, abilities and limitations. Supports a variety of participant programs, including Alternatives to Employment. Performs time studies.
- Performs type of work supervised. May work a variety of shifts and locations, including weekends or evenings.
- Ensures all paperwork and related activities are current, accurate and in compliance. Includes time studies, case notes, billable hours, etc.
- Works with staff to develop, monitor and resolve skills training, vocational or behavioral issues.
- Assists with placing participant in competitive employment.
- Uses computer to input data using word processing and data management software.
- Transports participants in company or personal vehicle.
- Carries small caseload on limited basis, as assigned.
- Serves as back up for other sites and may rotate periodically throughout a variety of job coaching positions.
- Carries cell phone or pager for communication for self and/or client issues. Responds in timely manner, occasionally on off-hours. Covers shifts of absent workers, which could include working at different job sites.
- Liaise with other agencies; share and gather information.
- Continuous plan development and accurate documentation to support case notes.
- Identify learning needs among target groups, responding as appropriate.
- Function independently with minimal direct supervision in a variety of environments.
- Occasional contact with angry/hostile people.
- Assists Program Specialist with home visits.
- Distributes related materials and community resource information to clients and others.

Home Visitor Program:

- Schedules and completes assigned home visit appointments based on referrals
- Conducts home visits to solve employment barriers, provide referrals to program and community resources, and facilitate goal setting and planning.
- Works with families to establish family development goals, and document this collaborative process in family partnership agreements.
- Act as liaison and advocate between client, partners and community resources.
- Delivers Goodwill training curriculum to clients.
- Facilitates regular discussion of client goals concerning job readiness skills and job search techniques with case managers.
- Transport family when appropriate to and from community resources or other activities.
- Works one-on-one or in groups to develop client relations with employers, worksite coaching and resolve work/home issues.
- Actively markets the Goodwill training curriculum.
- Document activity in TRACS and in activity tracking sheet within 24 hours of contact. Turn in weekly.

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. Must be at least 22 years of age. High school diploma or equivalent. Two years experience in similar social services environment preferred. Two years experience teaching and arranging training classes with adult learners preferred. Experience handling several projects or activities required.

Knowledge, Skills, Abilities:

- Ability to work independently and be self-directed.
- Ability to work with and communicate effectively with individuals of diverse abilities and backgrounds.
- Ability to deal with frequent change, delay, or unexpected events. Changes approach/method to best fit situation.
- Ability to interact well with group problem solving situations.
- Ability to create environment conducive to skill building and appropriate to maturity and interest.
- Ability to direct and coordinate the work of clients.
- Ability to adapt to changing work assignments, for both the client and the job coach.
- Ability to accurately prepare reports, case notes, spreadsheets and other recordkeeping documents.
- Ability to carry out instructions furnished in written or oral form.
- Ability to perform basic math functions.
- Ability to read and interpret documents such as time studies, case notes, spreadsheets, safety rules, operating and maintenance instructions, and procedure manuals.
- Must be fully proficient with word processing and spreadsheet software.
- Ability to work with sensitive and confidential information.
- Able to pass criminal history check.
- Able to drive company vehicle and personal vehicle locally and regionally to transport clients, attend meetings, training and other work related appointments.

Certificates, Licenses, Registrations: Current regular Oregon (California for California employee) driver's license, possess a valid full driver's license (not a permit, temporary or provisional license) for a minimum of the most recent 3 years, possess a clean driving record. Maintain personal vehicle insurance and have reliable independent vehicle transportation. Able to drive company-owned and personal vehicle locally.

Competencies. To perform the job successfully, an individual should demonstrate the following competencies:

- Meets productivity requirements.
- Able to increase participant vocational and productivity skills.
- Prioritizes, plans and schedules participant work activities. Uses time efficiently. Plans for additional resources.
- Able to deal with frequent change, delay, or unexpected events. Changes approach or method to best situation.
- Manages people effectively.
- Works well with group problem solving situations. Handles crisis situations effectively.
- Relates well with clients, staff and community partners.
- Timeliness and accuracy in report writing and record keeping including reports, time studies, case notes and other written documentation.

Physical Requirements and Work Environment: 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. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

| Task: | Frequency | Task: | Frequency |
|---|-----------|--|-----------|
| Lift and/or move (20 lbs F; 50 lbs O) | F/O | Grasping | O |
| Carrying (20 lbs: (20 lbs F; 50 lbs O)) | F/O | Bending, Stooping, Kneeling | O |
| Walking | F | Visual Skills | C |
| Standing, incl occasionally hard surface flooring | F | Outdoor weather conditions | O |
| Push/Pull | F | Wet, Humid (mechanical) | R - O* |
| Reaching | O | Work near mechanical parts | - |
| Sitting | F | Fumes, Dust | F |
| Speaking | C | Chemicals | O |
| Hearing | C | Driving | O - F |
| Fine finger movement | O | Congested work area | O |
| Repetitive hand motions | O | Frequent interruptions | C |
| Computer Use | C | Local and/or regional travel | O |
| Noise: x Low Medium High | | * as assigned to dishwashing/kitchen sites | |
| Continuously (C) = 66-100% of the time | | Occasionally (O) = 1-33% of the time | |
| Frequently (F)= 33-66% of the time | | Rare (R) = Less than 1% of the time | |