

# Job Coach I Job Summary

**Summary:** Supports Goodwill's mission by working with a team to provide vocational training and support to persons with barriers to employment.

## **Standards of Performance** (each is an essential function)

- Consistently demonstrates and incorporates principals of safety, loss prevention and risk management for self and others into daily activities and ensures participation in Goodwill safety programs. Attends required safety training and participates in safety drills and exercises. Ensures tools and equipment are in good working order at all times and uses equipment safely.
- Consistently maintains acceptable level of productivity.
- Requires punctual and regular attendance. Time away from work is approved and taken in accordance with established policies.
- Performs job duties in a prompt, thorough and acceptable manner. Performs duties in a manner that promotes team concept and reflects Goodwill's mission and ethics, in accordance with Goodwill policies, procedures, CARF standards and generally accepted business practices.
- Works cooperatively with all organization employees, participants, customers and other persons contacted during the course of performing duties. Shows respect and sensitivity for those with barriers to employment.
- Safeguards company property, including donated goods. Reports any incident of theft, fraud, waste or unauthorized possession of company property.
- By signing this document, I agree to maintain strict confidentiality in all aspects of my work; comply with privacy policies, including HIPAA Privacy Rule; attend privacy and security training as it relates to this position.

## **Essential Duties and Responsibilities** (other duties may be assigned)

- 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. 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 pager/phone, responds in timely manner, occasionally on off-hours. Covers shifts of absent workers, which could include working at different job sites.

**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 21 years of age. High school diploma or equivalent. Work experience that would lend itself to success in a skills training situation.

### **Knowledge, Skills, Abilities:**

- Ability to direct and coordinate the work of others.
- Ability to interact well with group problem solving situations.
- Ability to deal with frequent change, delay, or unexpected events. Changes approach/method to best fit situation.
- Ability to adapt to changing work assignments, for both the participant and the job coach.

- Ability to read and interpret documents such as time studies, case notes, safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to accurately prepare reports, case notes and other recordkeeping documents.
- Ability to apply common sense understanding to carry out instructions furnished in written or oral form.
- Perform basic math functions.
- Must be fully proficient with word processing and spreadsheet software.

**Certificates, Licenses, Registrations:** Current Oregon driver's license, clean driving record and insurance.

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

- Meets productivity requirements.
- Manages people effectively.
- Works well with group problem solving situations. Handles crisis situations effectively.
- Relates well with participants, staff and community partners.
- Able to increase participant vocational and productivity skills.
- Writes clearly and informatively, including reports, time studies, case notes and other written documentation.
- Timeliness and accuracy in report writing and record keeping.
- Contributes to building a positive team spirit with work team and participants.
- 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.

**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.

<u>Task:</u>	YES	NO	<u>Task:</u>	YES	NO
Lift and/or move (20-50lbs)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Outdoor Weather Conditions*	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying (20-50 lbs)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wet, Humid (mechanical)*	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work Near Mechanical Parts*	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fumes, Dust	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Toxic or Caustic Chemicals*	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Medium	Other: *see "additional information"	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Additional Information for Physical Requirements and Environment:** Medium physical demand level.

Throughout the course of the workday handles and moves a large amount of materials around the worksite.

Operates a variety of machines depending on job site. Ability to lift and carry up to 20 pounds frequently and up to 50 pounds occasionally.

Push or pull heavy wheeled carts and pallet jacks weighing up to 250 pounds or more, hand trucks and other material handling equipment with loads weighing up to 100 pounds. Ability to stand and walk on hard surface floor and lift, reach, bend and stoop to perform these tasks for extended period of up to 8 hours. Ability to perform repetitive tasks for up to 8 hours. Must be able to work with others in congested areas. Reaching (occasionally above shoulder level), handling, fingering, feeling, talking, hearing and seeing is a significant part of the job. May work in area which produces dust. May work with chemicals such as cleaning supplies, such as in a commercial kitchen. Work is generally performed indoors in a heated space, however, some assignments may include working in outdoor weather conditions or in facilities without air conditioning or minimal heating.

**Other:** The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. Management may add to or change the duties of this position at any time.