

Educational Service Unit No. 6, Inc.
Job Description

Job Title: Job Coach
Department: Student Services / CRAVE
Supervisor: CRAVE Instructor
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: 4/30/2019
Location: Milford, NE

Summary

The CRAVE Job Coach works under the direction of the CRAVE Instructor to develop job sites, write job descriptions, task lists, job analysis and implement necessary modifications for the job sites. The job coach also works with young adults with disabilities in multiple settings: classroom, training, job site, and community.

The job coach helps the student learn the following things:

- complete job application and resume
- perform job tasks to the job sites specifications
- how to use accommodations on a job site
- learn interpersonal skills necessary to be accepted as a worker at the job and in the community

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

Participates in continual professional growth activities.

Is responsible for reporting to instructor when late or absent.

Works with instructor to assess student skills and gather baseline data.

Works with directors and co-workers to educate on disability awareness.

Reinforces employability skills and assists intern to understand and interpret work culture.

Assists in training student in interview process.

Learns the internship duties and make any accommodations (label cabinets, simplify written instructions, etc.) necessary to the successful completion of the job.

Attends job orientation with the student and clarifies information with the student as necessary.

Teaches the essential tasks/duties/core skills of the job to the student.

Each job coach is assigned several students and will provide individual support depending on each intern and job task needs.

Because the goal is independence, the job coach builds natural supports and reduces the amount of time spent with each student as core skills are developed.

Teaches safe practices according to the work environment.

Models appropriate workplace behavior.

Works with manager to determine new skills as student gains competencies and confidence.

Meets with the instructor regularly to discuss issues and solve problems.

Completes necessary documentation.

Provides new job site ideas to team.

Attends Family Nights &/or Information Nights.

Regular and dependable attendance is an essential function of this job.

Supervisory Responsibilities

This job has no supervisory responsibilities of other employees.

Competencies

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

Continuous Learning - Seeks feedback to improve performance; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies.

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.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Quality Management - Demonstrates accuracy and thoroughness.

Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control.

Cost Consciousness - Works within approved budget; conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; supports organization's goals and values.

Adaptability - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Achievement Focus - Demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

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; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; asks for and offers help when needed.

Innovation - Meets challenges with resourcefulness; generates suggestions for improving work.

Judgement - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process.

Planning/Organizing - Uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

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

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the 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 Word Processing software, Spreadsheet software and Internet software.

Certificates, Licenses, Registrations

Current NE Driver's License

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 regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

