

POSITION DESCRIPTION

Position Title: Job Coach Status: Non-exempt
Reports To: Program Director Date Revised: 2/2014
Program: Mather Community Campus

POSITION SUMMARY: Under general supervision, this position is responsible for interacting with local businesses and the residents at Mather Community Campus (MCC), single site and family site to assist them in obtaining and maintaining employment. The Job Coach performs a variety of duties to insure that MCC students retain employment. Intervention and support takes place at a variety of work sites as well as the MCC offices.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established program objectives.
 - 1. Maintain positive relationships with program clients, Volunteers of America staff, the Department of Labor, community service agencies and employers.
 - 2. Develop training opportunities to increase likelihood of resident employment.
 - 3. Collaborate with other Volunteers of America Job Developers and Employment Specialists to maximize all employment opportunities at Mather.
 - 4. Attend all trainings and collaborative meetings necessary for the development of employment resources.
 - 5. Perform other duties as assigned by Program Director.

- B. Responsible for assistance with client employment retention
 - 1. Liaison with employers, public agencies and clients to meet client needs.
 - 2. Task analysis of each job and translation of tasks to residents.
 - 3. Assist to establish positive communication between employer and client.
 - 4. Help residents establish transportation access to and from work.
 - 5. Assure a safe, non-judgmental environment for the residents and their families.
 - 6. Provide one-on-one and group trainings on job retention topics.
 - 7. Assist clients in understanding their work culture.

- C. Responsible for self-development
 - 1. Continually learn and enhance technical and interpersonal skills.
 - 2. Attend staff meetings/assigned training seminars and complete required certifications.

EQUIVALENT EDUCATION AND EXPERIENCE:

A bachelor's degree and experience serving the employment needs of homeless or low-income clients is preferred. This position also requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, minorities, and persons with disabilities. Specific knowledge and experience with housing first approaches, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California license is required. Must have the flexibility to work irregular hours and have the willingness to function as a team member.

SPECIFIC SKILLS REQUIRED:

Computer skills, Word and Excel
Teamwork skills
Oral and written communication skills
Ability to assist other people
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS

Lift and move up to 25 pounds
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are often performed independently with accessible guidance and direction from the Program Director. Weekly team meetings are held with the Program Director.

SUPERVISION EXERCISED:

This position does not supervise. However, the Job Coach will be working with three teams: The Mather Community Campus Single Site team, the Family site team and the Sacramento County Career Services Employment Center team.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires contact with federal, county, city, state personnel, business entities private agencies and clients. The Job Coach is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES

No employees report to this position.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____