



**California  
Human Development**

A human services organization that creates paths and opportunities for people in need to rise above barriers in their pursuit of better lives.

<p><b>PROGRAM/DEPARTMENT: disABILITY Services/ Redwood Empire Industries Growth Opportunities</b></p> <p><b>LOCATION: Santa Rosa, CA</b></p>	<p>CHD is committed to implementation of an Affirmative action Policy and the Americans with Disabilities Policy in its recruitment, selection, and placement of all personnel.</p> <p>CHD is an Equal Opportunity Employer</p>
<p><b>JOB DESCRIPTION TITLE: Janitorial Job Coach</b></p>	<p><b>POSITION STATUS:</b> Regular, Full Time <b>FLSA STATUS:</b> Non -Exempt</p>
<p><b>SALARY: Grade 4</b></p>	<p><b>PROGRAM HOURS:</b> 35 hours per week</p>

**GENERAL DESCRIPTION:** California Human Development (CHD) is a private, non-profit, human services agency that provides a wide range of programs and services for people throughout northern California.

**PROGRAM DESCRIPTION:** CHD/disABILITY Services (REI/GO) provides training, support and supervision for persons with developmental, emotional or physical disabilities. We offer social skills and work training, supported employment placement, and educational enrichment classes. We provide both entry level job training and the vocational information needed for further planning and future job placement. Our services include Adult Development, Work Services, Work Adjustment, Situational Assessment, Group Placement, Individual Placement, and Job Coaching. We receive referrals from the Department of Rehabilitation, North Bay Regional Center, County Mental Health, and Private Rehabilitation Counselors. We hold a strong belief in the abilities of each individual and his or her right to advancement.

**DEPARTMENT DESCRIPTION:** CHD/disABILITY Services Employment Service department creates opportunities for individuals with disabilities to work successfully in integrated community based jobs that match their abilities.

**SUMMARY:** The **Job Coach, Janitorial Crew** provides training and behavioral support that enables consumers to reach their employment goals in community based settings. The Job Coach must also be knowledgeable about quality standards, janitorial techniques, and schedules within the host business environment. The Job Coach is responsible for scheduling and maintaining business accounts and promoting the professional and community activities necessary to maintain REI's supported employment service in the community.

**REPORTING RELATIONSHIPS:** The **Job Coach, Janitorial Crew** reports to REI's Employment Services Coordinator and receives direct supervision within the framework of REI/GO Policies and Procedures.

**ESSENTIAL RESPONSIBILITIES AND DUTIES:** The following duties are considered essential for this job classification.

- A. Train, instruct, and supervise developmentally, psychiatrically, or other challenged consumers in basic life and work habits and skills.
- B. Communicate effectively, both verbally and in writing and keep Rehabilitation Counselor current regarding consumer work behaviors and training needs.
- C. Establish and maintain positive relationships between host business, consumers and CHD/disABILITY services. Provide ongoing education to host management and staff regarding disability information. Mediate issues as they arise.
- D. Participate in case review, Individual Service Plan (ISP) development for each consumer in conjunction with the employment services team, including specific skill training and adjustment to the work environment.
- E. Implement the direct instruction plan that is based on the consumer needs and developed by the ID Team.
- F. Serve as a positive role model for each consumer by demonstration and through teaching work habits and attitudes that promote good basic work skills and safety on the job.
- G. Provide as needed services for consumer's health and safety, i.e. , break and lunch time monitoring as assigned, assistance with consumer mobility, etc.
- H. Maintain accurate and up to date case notes and data collection for all consumers on assigned case load.
- I. Be responsible for all aspects of the Janitorial Crew, including daily scheduling of the work load for up to 5 consumers.
- J. Accurately maintain consumer Production Records, Behavior Observations, and other necessary documentation in both written and digital formats..
- K. Participate in time study and time standard documentation under DOL guidelines and conduct timely, accurate Time Studies to determine pay rate for each consumer.
- L. Have working knowledge of the equipment, supplies and techniques used in the field of janitorial maintenance, inventory control and quality assurance.
- M. Take responsibility for equipment and vehicle maintenance, safe operation of vehicles and equipment, general safety related to all job sites, and all safety procedures.
- N. Order supplies in timely manner, maintain needed inventory and keep inventory organized.
- O. Monitor work procedures and work site of consumers to ensure safe and healthful working condition.
- P. Maintain professional relationships with business customers, adhering to customers written and verbal quality specifications, delivery schedules, and inventory guidelines.
- Q. Coordinate with the Rehabilitation Counselor to effectively communicate with family, care providers, case managers, and funding source representatives.

- R. Attend Staff meetings, Rehabilitation Team meetings, and ES Department meetings.
- S. Follow established guidelines, policies, and procedures in order to ensure program consistency and protect the welfare of consumers.
- T. Actively participate in the safety program and provide meaningful suggestions for working safely.
- U. Perform other related duties as assigned.

**ADDITIONAL DUTIES:** In addition to the duties listed in the Essential Duties Section, the employee may perform the following duties:

- A. Attend relevant training as assigned.
- B. Participate in cross training for all direct service staff positions as assigned.
- C. Assist Work Services Coordinator to conduct time studies and time standard documentation under DOL guidelines.
- D. Resolve conflicts and provide positive consumer behavioral support according to the principles of positive behavior support.
- E. Maintain familiarity with and implement relevant CARF, Community Care Licensing, DOL, OSHA and all relevant regulatory guidelines and standards.
- F. Represent CHD/disABILITY Services in a professional manner, with knowledge of and a commitment to the principles of normalization.
- G. In the event of an Emergency Disaster situation, you may have added responsibility to provide care for the health and safety of consumers until they are relocated to a safe place or until another responsible party is available to take charge.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**LANGUAGE**

- A. Ability to communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
- B. Ability to conduct effective public relations.
- C. Ability to read, analyze, and interpret procedures and governmental regulations in English.
- D. Sign language and/or Spanish-speaking ability desirable.

**MATHEMATICAL SKILLS:**

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability record dates, times, and data accurately.

**REASONING ABILITY:**

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret instructions furnished in written, oral, diagram or schedule form.
- D. Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Ability to solve problems and resolve conflicts effectively.
- F. Ability to use sound judgement.

- G. Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and clients served.
- H. Ability and desire to inspire motivate and lead individuals.
- I. Ability to maintain own psychological well-being.
- J. Ability to recognize and manage personal bias.

**OTHER ABILITIES:**

- A. Effectively train and work with people with a variety of disabilities.
- B. Communicate effectively to explain consumer behavior both verbally and in writing.
- C. Ability to teach and discuss curriculum with small groups of consumers.
- D. Have sensitivity and concern for the rights and needs of consumers, including a desire to relate to people with disabilities as dignified and competent individuals.
- E. Ability to analyze a work task and break it down to teachable components according to personal needs of the consumer.
- F. Have some technical/mechanical ability that allows easy learning and understanding of tasks the consumers will perform.
- G. Ability to safely drive consumers to various locations and follow all applicable laws.
- H. Ability to understand and perform proper use of safety equipment and safety procedures.
- I. Ability to effectively learn and implement the regulatory standards, guidelines, and procedures that govern Disability Services, such as CARF, the Departments of Developmental Services or Rehabilitation, Department of Labor and Wage and Hours regulations, OSHA standards, etc.

**SUPERVISORY RESPONSIBILITIES:** None (except consumer supervision)

**QUALIFICATIONS**

**EDUCATION:**

- A. High school graduate or GED.
- B. Basic Sign Language or bi-lingual in Spanish, a plus.

**EXPERIENCE:**

- A. Sufficient professional and/or personal experience which demonstrates possession of the required knowledge and abilities to work with persons with disabilities.
- B. Sufficient related work experience in an industrial or business setting.
- C. Working knowledge of janitorial procedures and use of equipment desirable.
- D. Experience with conflict resolution and positive behavior support techniques desirable.

**WORKING CONDITIONS:**

- A. **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 requested and made to enable individuals with disabilities to perform the essential functions.

This position requires:

Frequently: Standing, Walking, Seeing, Hearing, Speaking, Carrying  
Occasionally: Sitting, Stooping, Lift up to 40 lbs., Squatting, Kneeling,  
Bending, Pushing/Pulling  
Seldom: Climbing, Twisting

- B. WORK ENVIRONMENT: Warehouse setting with a concrete floor, forklift and vehicles moving around the building. There is exposure to the outside environment and no air conditioning. Work with others all day with frequent verbal face-to-face contact. Drive small bus to various locations.
- C. Tools and equipment usage: Calculator, pens, and paper daily. Cleaning solutions, rags, brooms mops, and vacuum cleaners and other tools and other tools and equipment used in janitorial process daily. Fire extinguishers, First Aid and Emergency Preparedness supplies, Computer, monitor, keyboard, and mouse occasionally.
- D. May have exposure to hazardous materials or conditions.

CERTIFICATES, LICENSES AND REQUIREMENTS:

- A. Valid California Driver's license, proof of insurance on personal vehicle, and recent satisfactory California DMV printout of driving record.
- B. May require Class B driver's license or ability to obtain Class B within first three months of employment and maintain Class B license status.
- C. Be willing to obtain and maintain a valid Red Cross First Aid Certificate.
- D. Fingerprint clearance is required for this position. After an offer of employment has been made the candidate will be required to obtain fingerprint clearance prior to designated start date.
- E. At the time of hire a physical exam and TB test results within the past year are required.
- F. After hire, employees are required to pass on-going periodic drug testing.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of my job as outlined above.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date