



**California  
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

<p><b>PROGRAM/DEPARTMENT:</b> disABILITY Services</p> <p><b>LOCATION:</b> Santa Rosa, CA</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:</b> Clerical Job Coach</p>	<p><b>POSITION STATUS:</b> Regular Full Time</p> <p><b>FLSA STATUS:</b> Non Exempt</p>
<p><b>SALARY:</b> Grade 4</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 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** provides training, instruction, supervision and positive behavioral support that enables consumers to reach their employment goals in community based settings. The Job Coach/Training Instructor must also be knowledgeable about quality standards, clerical and production techniques, and schedules within the host business environment. The Job Coach/Training Instructor is responsible for scheduling and maintaining business accounts and promoting the professional and community activities necessary to maintain CHD/disABILITY Services's in the community.

**REPORTING RELATIONSHIPS:** The **Job Coach, Clerical Support Group** reports to the Employment Services Coordinator and receives direct supervision within the framework of CHD/disABILITY Services 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 work habits and skills both in classroom and business settings.
- B. Communicate effectively, both verbally and in writing and keep the Employment Services Coordinator 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 CHD/disABILITY 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 as 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 Clerical Group and CHD/disABILITY Services consumers including daily scheduling of the work load for up to 5 consumers.
- J. Accurately complete all Behavior Observations, Data Records, Therap data input, maintain client Production Records and all necessary documentation daily.
- 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 office procedures and clerical support.
- M. Monitor work procedures and work site of consumers to ensure safe and healthful working condition.
- N. Maintain professional relationships with business customers, adhering to customer's written and verbal quality specifications, delivery schedules, and inventory guidelines.
- O. Coordinate with the CHD/disABILITIES Team to effectively communicate with family, care providers, case managers, and funding source representatives.
- P. Attend Staff meetings as scheduled.
- Q. Follow established guidelines, policies, and procedures in order to ensure program consistency and protect the welfare of consumers.
- R. 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 CHD/disABILITIES Services Management Team to conduct time studies and time standard documentation under DOL guidelines.
- 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. Resolve conflicts and assist in client behavioral support according to the principles of positive behavior support planning.
- F. Maintain familiarity with and implement relevant CARF, Community Care Licensing, DOL, OSHA and all relevant regulatory guidelines and standards.
- G. Training Instructor as required.

- H. Represent CHD/disABILITY Services in a professional manner, with knowledge of and a commitment to the principles of normalization.
- I. 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.
- J. Actively participate in the safety program and provide meaningful suggestions for working safely.

**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 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 consumers 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 consumers 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. Ability to analyze a work task and break it down to teachable components according to personal needs of the consumer.
- E. Have some technical/mechanical ability that allows easy learning and understanding of tasks the consumers will perform.
- F. Ability to safely drive consumers to various locations and follow all applicable laws.
- G. Ability to understand and perform proper use of safety equipment and safety procedures.
- H. 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)

