

Crossroads Diversified Services, Inc.
Crossroads Employment Services
Job Description Non-Exempt

On-Call Job Coach I

Summary of the Job:

Under the general supervision of the Program Manager, the Job Coach may provide both on-site and off-site support services to clients at their place of employment as directed by the Employment Specialist (ES) or the Job Developer (JD).

Duties and Responsibilities:

I. Coaching:

- Break job duties and assignments into specific steps to facilitate recipient's learning.
- Instruct recipient on task completion until desired level of performance is achieved.
- Monitor recipient's level of functioning including determining when the recipient is capable of performing the job independently.
- Assist recipients in developing skills to interpret work environment, participate in social interactions and build appropriate professional relationships.
- Identify and implement work accommodations or changes in job structure under the direction of the ES or the JD.
- Monitor quality of recipient's work performance to ensure it adheres to industry standards.
- Perform time studies to ensure job tasks are completed within acceptable time frames.
- Implement behavior management techniques as appropriate.
- Serve as liaison between employee and employer and facilitate appropriate worker to supervisor relationship.
- Complete destination training as appropriate to facilitate utilization of public transportation system.

II. Reporting:

- Maintain accurate records on Job Coaching services provided to each recipient.
- Document and recommend to the ES any action necessary to overcome employment barriers.

III. General:

- Participate during in-service training and staff meetings as required.
- Work irregular schedule as necessary.
- Travel to various employment sites in Sacramento County.
- Perform other duties as directed.

IV. Job and Skill Requirements:

- Two year degree in social services/ education/ business or two years continuous employment experience in a comparable field.
- Previously demonstrated experience working in the field of employment services, working with persons with significant barriers or working with persons from diverse backgrounds.
- Demonstrated ability to teach effectively using various instructional methods.
- Knowledge of various vocational areas and an ability to break jobs into specific tasks.
- General knowledge of business operations and special concerns of employers.
- Previously demonstrated resourcefulness and ability to work with little supervision.
- Ability to effectively communicate both orally and in writing.
- Demonstrated ability to problem solve and use good judgment.
- Verification of citizenship or eligibility to work in the United States as outlined under Immigration Reform and Control Act of 1986.
- Possession of a valid driver's license and vehicle insurance adequate to the demands of the agency's carrier.