

B&B Care, Inc.	<p align="center">Policies and Procedures</p> <p align="center">Title: Supported Employment Job Coach</p> <p align="center">Section: Supported Employment</p>	Policy Number: SE HR Origination Date: 01/2020 Reviewed: 05/2025 Effective Date: 01/2020
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JOB DESCRIPTION AND PERFORMANCE EVALUATION

TITLE: JOB COACH

EMPLOYEE: _____ **MANAGER:** _____

I. SUMMARY OF JOB

The Supported Employment Job Coach provides individualized supports to help persons served obtain and maintain competitive, integrated employment at or above minimum wage. Services may be provided in community job sites, educational settings, or through remote and in-person coaching. The Job Coach works collaboratively with the person served, their employer, and the employment support team to foster skill development, promote independence, and support long-term job success

II. ROLES AND RESPONSIBILITIES

Supported Employment Functions

- Support persons served in identifying interests, skills, and desired employment outcomes
- Provide direct coaching to help individuals perform job tasks independently and successfully
- Collaborate with employers to support successful job integration and address workplace challenges
- Assist in developing workplace accommodations or strategies as needed
- Monitor progress and satisfaction related to employment goals
- Ensure all supports are directly aligned with the Individualized Employment Support Plan (IESP), including documentation of goals, progress, and service outcomes.
- Utilize required electronic systems (e.g., IDD Connects) to document services and monitor progress in a timely, secure, and accurate manner
- Communicate effectively with team members, employers, and other stakeholders
- Advocate for individuals' employment rights and promote informed choice
- Participate in staff meetings, training, and supervision sessions as required
- Support individuals during onboarding, training, and ongoing work tasks
- Be responsive to issues, concerns, or successes shared by persons served
- Access and utilize community resources that may support employment success

III. QUALIFICATIONS

- High school diploma or GED required
- At least one (1) year of experience supporting individuals with developmental disabilities preferred
- Previous experience in job coaching, workforce development, or vocational services preferred

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- Must be at least 18 years old
- Reliable transportation, valid driver’s license, and current liability insurance required
- Satisfactory background checks through DBHDD and GVRA
- No history of federal/state violations or false statements to regulatory agencies
- Current CPR and First Aid certification (or ability to obtain prior to start)
- Must be able to complete all required state and agency training within designated timelines

IV. ESSENTIAL JOB FUNCTIONS

- Assist individuals in identifying interests, ambitions and type of work desired.
- Provide supports to learn, accommodate, perform and accurately carry out job duties that will allow the person served to obtain and/or maintain competitive employment effectively without assistance.
- Works with the employee to identify their strengths, develop and improve these strengths to manage and work through challenging situations in the workplace.
- Collaborate with both the person served and employer to identify workplace needs, define goals, and support the individual’s role in achieving those goals.
- Maintains standard of care to ensure quality and safe delivery of services and supports.
- Ensures compliance with policies and procedures.
- Demonstrate cultural responsiveness and adapt services to meet the diverse backgrounds and values of persons served
- Maintain confidentiality and comply with all HIPAA, DBHDD, and organizational privacy requirements.
- Demonstrates effective communication skills with all members of the team, person served and their employer.
- Participate in or support the development of contingency plans to ensure uninterrupted services in the event of staff absence or tardiness.
- Promote informed choice and self-determination by helping individuals understand their employment options and advocate for workplace accommodations when needed.

IV. PERFORMANCE EXPECTATIONS

- **Quality of Work**
 - Perform job duties in a thorough, accurate, and timely manner
 - Adhere to all applicable policies, procedures, and regulatory standards
 - Demonstrate accountability for work outcomes and service quality
 - Maintain appropriate documentation and records as required by the position
- **Quantity of Work**
 - Meet productivity expectations as established by the department or supervisor
 - Effectively manage time and workload to fulfill assigned responsibilities
 - Complete tasks within assigned deadlines or designated timeframes
- **Continuous Improvement and Professional Conduct**
 - Actively engage in training and development opportunities

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- Seek feedback and participate in performance improvement processes when applicable
- Maintain professional behavior and promote a positive work environment

V. PHYSICAL REQUIREMENTS

- **Working Conditions:**
 - Primarily community-based and home office settings
 - May include environments with poor climate control or less-than-ideal working conditions
 - Requires flexibility and occasional non-traditional work hours
- **Physical Demands:**
 - Prolonged sitting and computer use
 - Operation of a personal vehicle, including long-distance travel
 - Ability to lift office supplies (up to 50 lbs.)
 - Adequate vision, hearing, and mobility (with or without accommodation)

ACKNOWLEDGEMENT

I have read and understand the job description for Employment Specialist and am able to perform the essential functions of the position.

Signature

Date

SE Program Manager

Date

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B&B Care, Inc. is an Equal Opportunity Employer

We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, or any other protected status under applicable laws. We are committed to fostering a diverse and inclusive workplace.

Name: _____ Date of Hire: _____ Evaluation Date: _____

PROPRIETARY