



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: _____

Vice President of Human Services

3/16/15
Date

Effective:

11/9/2012

Revised:

2/20/2015

Approved: _____

Sr. Director of Human Resources

4-16-15
Date

MISSION:

Goodwill is in the business of helping people who are facing barriers, to get and keep jobs which provide purpose, pride and dignity. We believe the power of work changes lives.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

STRATEGIC VISION PRIORITIES:

- Increase donations and maximize their value in a cost efficient way.
- Increase the profit contribution of our businesses by improving their operational effectiveness.
- Increase our visibility in the community and raise greater awareness of Goodwill's mission.
- Increase and focus resources on services that that will help the most people with barriers get and keep jobs.

VALUES:

- Goodwill Brand
- Independence
- People Working & Learning Together
- Innovation & Growth
- Integrity
- Accountability
- Customer Satisfaction
- Environmental Responsibility

JOB TITLE:

JOB COACH - DRIVING
(Nonexempt)

AREA:

COMMUNITY BASED SERVICES

DEPARTMENT:

EDUCATION, TRAINING, & EMPLOYMENT SERVICES (ETES)

DIVISION:

HUMAN SERVICES

PURPOSE OF POSITION:

The purpose of the Community Based Services ETS position is to provide supervision, training, transportation, and support to adults with developmental disabilities in community settings.

SUPERVISION RECEIVED:

Report directly to Program Manager and Program Supervisor. Receives daily work direction and support from the Program Coordinator.

SUPERVISION EXERCISED:

Works with Participants at a 1:4 ratio or a 1:1 (non-behavioral) ratio when supporting Competitive Employment Options participants.

DUTIES AND RESPONSIBILITIES:

1. Actively focuses their full attention on the individual(s) that they are serving.
2. Gains an understanding of the physical, psychological, and/or behavioral needs of each individual that they support, providing individualized services to help each person served to attain their goals.
3. Assists program participants with personal hygiene care as needed.
4. Completes all required documentation.
5. Understands and agrees to Participants' Rights principles and Mandated Reporter regulations. Any violation of these policies will be subject to disciplinary action up to and including termination, depending on the severity of the incident.
6. Maintains confidentiality of participant's records and personal information.
7. Maintains excellent communications with participants, their families, residential providers, outside agencies, other employees, supervisory staff and community members.
8. Meets with Supervisory staff on a regular basis to address problems or concerns. Notifies Managers or Supervisors as appropriate to resolve participant or other issues in a timely manner.
9. Works with Participants at a 1:4 ratio or a 1:1 (non-behavioral) ratio when supporting Competitive Employment Options participants. Creates and fulfills a weekly schedule of meaningful community integration events. Facilitates the learning of developmental skills in an age appropriate environment.
10. Supports participants in job placements by acting as a liaison between the site management and Goodwill workers. Learns the components of the job placement necessary to complete all tasks assigned. Teaches the basic skills to the participants using a task analysis. Gives participants the opportunity to work as independently as possible while completing work as is necessary to ensure that quality and quantity standards are met on a daily basis.
11. Works overtime as needed.
12. Drives on company business as required.

13. Performs other job related duties as required.
14. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
15. Acts safely at all times, following all safety rules and regulations.
16. Follows all company policies and procedures.
17. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
18. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
19. Works with, trains, and/or acts as a good example for program participants receiving training at Goodwill.

MINIMUM JOB REQUIREMENTS:

1. Must be twenty-one years of age.
2. High School diploma or GED. Some College Courses in a related field preferred.
2. Work experience in a variety of occupational areas with some lived experience or work history interacting with individuals with developmental/cognitive disabilities preferred. Education in a Human Service or related field may substitute for experience.
3. Familiarity with disabilities.
4. Have own reliable vehicle that can seat at least four (4) passengers with standard equipped seatbelts. Must possess valid California Drivers' license, and carry minimal liability insurance. Must have a clean driving record and submit to routine DMV pull notice program. As the safe transportation of individuals is an important aspect of this position, employees must maintain a DMV record which remains in good standing and does not include DUI or reckless driving convictions. Failure to maintain a DMV record in good standing may result in separation from Goodwill of Orange County.
5. Must possess a personal mobile phone and be willing to use said phone for official Goodwill use per Cell Phone Reimbursement Policy.
6. Effective writing skills to complete required documentation.
7. Agrees to special guidelines; ETS Job Specifications Relating to Administration of Pay and Schedules (See Attached) that clarifies work hours, pay, lunch breaks, rest breaks and time off.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Various office supplies and equipment including: telephone, fax machine, computer, printer, copy machine, file cabinets, papers/forms, calendar, pens/pencils, ruler, scissors, etc.

PHYSICAL REQUIREMENTS: (See Attached)

GOODWILL INDUSTRIES OF ORANGE COUNTY
JOB COACHES and BEHAVIORAL TRAINING SPECIALISTS JOB SPECIFICATIONS
RELATED TO ADMINISTRATION OF PAY AND SCHEDULES

Positions to which the following apply:

As of 5/1/01 Job Coaches and Behavioral Training Specialists (both referred to in this document as "Coach") agree to the following guidelines related to lunch, breaks, and time off of work . Others may fall under this category as new programs evolve.

The following guidelines are provided to clarify certain aspects related to pay and work schedules:

1. **Work Hours:** Coaches typically work directly with program participants seven hours per day (from approximately 8:00 a.m.-or first pick-up-to 3:00 p.m.) at which time they drop off their program participants at their designated locations. Once program participants have been dropped off, Coaches are allowed to go home.

Occasionally, however, due to emergencies, staff meetings, or other issues, a Coach may be required to work as directed by his/her supervisor during the 8th hour of the day. Additionally, a Coach may need to work overtime hours. For this reason, it is very important that a Coach remain flexible and available to work after 3 p.m. Coaches may not obtain other employment or obligations that would conflict with their ability to respond to these requests, should they occur.

2. **Pay:** Coaches are paid for 8 (eight) hours of work per day unless the Coach is unable to complete all job duties that day due to personal reasons (e.g., leave early for doctor's appointment). In those situations, the Coach would be paid accrued sick or vacation time as appropriate. All compensation will be paid based on GIOC policies and wage and hour laws.
3. **Lunches:** Coaches receive paid lunch breaks. Coaches agree to take a lunch break of at least 30 minutes with their program participants each day. The lunch break may be longer depending on the program participant's needs.
4. **Rest Breaks:** Coaches agree to take paid rest breaks of at least 10 minutes for every four hours worked, with their program participants. Typically, this should include a morning break and an afternoon break.
5. **Time Off:** If a Coach schedules a personal appointment during his/her core working hours these appointments must be approved in advance by their supervisor (except in emergencies), and logged on their timesheet appropriately, e.g., sick time (doctor/dentist appointment), vacation, etc.

These guidelines are provided to clarify the somewhat unique role of ETS' that work closely with Goodwill's program participants. While some flexibility has been built into the work schedule due to the sometimes unpredictable program participant schedules, ETS' are required to take direction from their supervisors and work assigned schedules as requested.

I understand and agree to the above guidelines related to my position as an ETS with Goodwill Industries of Orange County:

Print Name _____

Sign Name _____

Date _____

PHYSICAL DEMANDS :

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing	X			
2. Bending			X	
3. Carrying			X	
4. Climbing		X		
5. Crawling		X		
6. Crouching		X		
7. Feeling		X		
8. Fingering/Fine Dexterity		X		
9. Flexing Wrist		X		
10. Grasping/Squeezing			X	
11. Handling/Gross Dexterity			X	
12. Hearing	X			
13. Kneeling		X		
14. Lifting			X	
15. Pulling			X	
16. Pushing			X	
17. Reaching – Above Shoulder			X	
18. Reaching – Shoulder & Below			X	
19. Reclining	X			
20. Sitting		X		
21. Standing				X
22. Stooping		X		
23. Talking		X		
24. Tasting/Smelling	X			
25. Throwing	X			
26. Turning Body			X	
27. Twisting Body			X	
28. Walking			X	
29. Near Vision			X	
30. Midrange Vision			X	
31. Far Vision		X		
32. Depth Perception		X		
33. Visual Accommodation		X		
34. Color Vision		X		
35. Field of Vision/Peripheral		X		

LIFTING AND CARRYING DEMANDS:

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	SEDENTARY Class 1 (Administrative)	10 Pounds	Negligible	Negligible
	LIGHT Class 2 (Clerical & Light Work Activity)	20 Pounds	10 Pounds and/or Walk/Stand/ Push/Pull of Arm/Leg Controls	Negligible and/or Push/Pull of Arm/Leg Controls while seated
X	MEDIUM (Moderate Physical Activity)	50 Pounds	20 Pounds	10 Pounds
	HEAVY (Heavy Physical Labor)	100 Pounds	50 Pounds	20 Pounds

ENVIRONMENTAL CONDITIONS:

	NOT REQ'D, NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors				X
Outdoors		X		
Dust		X		
Electric Shock	X			
Explosive	X			
Exposure to Weather		X		
Extreme Cold		X		
Extreme Heat		X		
Fumes/Gases	X			
High Exposed Places	X			
Loud Noises		X		
Mist	X			
Moving Mechanical Parts		X		
Odors		X		
Poor Ventilation		X		
Radiant Energy	X			
Toxic/Caustic Chemicals	X			
Vibration	X			
Wet/Humidity		X		

NAME:

SIGNATURE:

DATE: