

## **PRIDE Industries**

### **Job Description**

Job: Job Coach - Federal Worksites - ASL  
Job Code: H67 - PR-Job Coach FedSites-ASL  
HR Title Group: Rehabilitation Services  
Salary Grade N16  
FLSA Status: Non-Exempt  
Approval Date: August 2017

**SUPERVISES:** There are no direct reports with this position.

**POSITION SUMMARY:** Under general supervision, the Job Coach provides employment support to employees with disabilities at a military installation. Employees in this job class assist employees in maintaining hygiene, attendance, communication, working with customers, getting along with supervisors, leads and co-workers and performing their job to the best of their ability. This job requires knowledge of working with employees with disabilities and the ability to assist employees during their work day in performing their job tasks to meet the customer/contract needs with accommodations as necessary.

#### **TYPICAL DUTIES:**

1. \*Monitors and teaches employees with disabilities skills to help them succeed in their job. Supports employees by answering questions and providing direction to them throughout their work shift.
2. \*Assists employees with arrival and departure to work; transportation; and assistance with learning the protocol and rules for the work site.
3. \*Coaches and trains employees in managing their attendance, schedule, performance, interactions, and personal behavior.
4. \*Assists Counselor, Human Resources or their direct supervisor in maintaining case files to include case notes, incident reports, health and safety risk assessments, time cards, employee evaluations, performance summaries, wage evaluations, work assessments and related paperwork on a daily basis as required by PRIDE.
5. \*Ensures the employee is working safely and maintains quality standards.
6. \*Communicates with employees and supervisors to ensure that the employee and all relationships are successfully and positively maintained.
7. \*Ensures correct procedures are followed when handling issues related to the employees behavior at work.
8. Performs other duties and special projects as assigned.

\* Denotes Essential Job Function

#### **MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.;
- One or more years of experience working with people with disabilities preferred;
- Trades knowledge including carpentry, HVAC, plumbing, electrical, locksmith etc. preferred;

- Ability to communicate effectively and respond to questions and requests from team, customers and others;
- Effective written communication skills using appropriate business English;
- Human relations skills to maintain effective working relationships with team;
- Effective customer service skills;
- Intermediate computer literacy including knowledge of word processing, spreadsheet, database and presentation software;
- Basic mathematical ability including addition, subtraction, multiplication, and division;
- Demonstrated customer service, problem solving and common sense skills.

CERTIFICATES REQUIRED: Valid driver’s license. Fluency in American Sign Language (ASL) and/or Spanish Sign Language required.

PHYSICAL REQUIREMENTS: Employees may experience the following physical demands for extended periods of time with or without assistance:

- Maneuvering in and around worksites on uneven surfaces
- Viewing computer screen/monitor
- Utilizing keyboard
- Transporting to various sites

Work is performed at a variety of locations on a military base, many of which are not accessible to people with limited mobility because of uneven terrain, lack of ramps and/or elevators and inaccessible facilities. Employees may be exposed to chemicals, dust, noise from equipment and depending on external weather conditions, wind, rain, heat and cold. Work is performed days, evenings and weekends and requires frequent travel around the base. Employees will work with clients/employees with behavioral challenges.

DISCLAIMER: The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job. Employees are expected to follow their supervisor’s instructions and to perform the tasks requested by their supervisors.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date