

## Vocational Support Coach Job Description

Type:	Full-Time or Part-time
Classification:	Hourly, Non-Exempt
Reports to:	Operations Director
Supervises:	none

### About the Position

Under the guidance of the Operations Director, the Vocational Support Coach is responsible for:

1. Direct, On-The Job Support
2. Community Relations

The successful completion of the roles and responsibilities related to this position are both critical and essential to the organization's success and requires exemplary attention to detail, flexibility with work routine, and highly developed interpersonal skills. Competencies, proactive analysis, and problem solving are a must, as is the ability to work in a team environment.

### Essential Functions, Roles and Responsibilities

Roles and Responsibilities include, but are not limited to the following:

#### Direct, On-The Job Supports:

- Document participant's goals and outcomes and other necessary information for billing
- Teach hard and soft skills to participants while in training program
- Motivating and encouraging participation
  - Achieve goals
  - Learning and utilizing skills
  - Daily tasks
- Supporting a team environment
- Flexibility with work assignments and schedule
- Ability to drive individuals to and from work sites using Embarks vehicles
- Proper use of company property to include timely reporting of damage

#### Community Relations:

- Ability to build and maintain good working relationships with business partners in the community
- Provide quality customer service to business partners and stakeholders
- Report questions and concerns to Operations Director in a timely manner

- Ensure organizational goals and objectives are forward facing to the community
- Willingness to participate in community networking and/or service organization opportunities as a representative of Embark Supported Employment
- Willingness to leverage personal and business relationships to assist our team in helping our participants obtain employment

### **Qualifications and Skills:**

#### Qualifications and Educational Requirements:

- High school diploma or GED equivalent
- Valid driver's license and clean driving record
- Ability to pass a criminal background study
- CPR/First Aid training beneficial

#### Essential Skills:

- Ability to work effectively in an environment serving person with disabilities and barriers to employment
- Strong attention to detail and ability to focus
- Demonstrable planning and organizational skills
- Strong interpersonal, written, and verbal communication skills
- Outstanding leadership abilities, professionalism, and integrity
- Proven ability to adhere to confidentiality and HIPPA requirements
- Demonstratable analytical thinking and business insight

### **Responsibilities of All Employees**

- **Mission & Values:** Work cooperatively with all employees, participants, and community stakeholders to enhance our mission and values. Support the mission by exhibiting professionalism, integrity, and ethical behavior.
- **Diversity and Inclusion:** Embrace and support an inclusive work environment free from bullying, discrimination, and harassment.
- **Respect:** Commitment to open, respectful communication and a dedication to a positive team culture where everyone is responsible for our outcomes with participants.
- **Walk the Talk:** Build and foster a positive work environment and morale. Develop and promote positive co-worker relationships. Address problems between individuals directly, respectfully, honestly and with integrity.

### **Physical Demands**

Ability to perform required tasks of the supported worker, which may include but not limited to standing or sitting for up to four hours, walking, and lifting up to 30 pounds.



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**Work Environment**

This position is at the hub of a fast-paced organization. S/he must thrive in a busy setting with frequent interruptions, have the ability to prioritize and problem solve and the ability to work in a fluid environment, serving individuals with disabilities and barriers to employment. Proficiency with written and spoken English language is required. Flexibility in scheduling including evening and weekend hours is a possibility depending on the needs of the organization.

**Other duties may be assigned to this position periodically as required by company need.**

I have read and understand this statement of job functions, goals and responsibilities and fully accept the provisions outlined for this position. I have been provided a copy of this position description.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

This job description is intended to represent the general nature and level of work performed by individuals assigned to this job. It is not meant to be an exhaustive or complete list of all responsibilities and may be subject to revisions or exceptions at any time at the discretion of the organization. Approved: 3/30/2022