

New Hope Center, Inc. Job Description

Job Title: Support Coach
Department: Supported Apartments
Reports To: Supported Apartment Manager
FLSA Status: Non-Exempt
Prepared By: Administration
Prepared Date : 01/01/2010
Approved By: BOD & Personnel Committee
Approved Date: 01/01/2010
Updated Date: 10/8/2013

Summary Coaches individuals living in community supported apartments to achieve independence in all aspects of their lives and maintains a safe and healthy living environment.

Essential Duties and Responsibilities include the following. Other duties or tasks may be assigned. Management may modify, change or add to the duties of this description at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform all duties specific to individual care plan in compliance with New Hope Center best practices and policies.
- Perform all duties that provide for a safe, clean and orderly home environment.
- Shop, prepare and serve meals.
- Clean and maintain the apartment.
- Assist individuals with personal care needs, money management, special diets, medications and laundry.
- Assist in developing and supporting activities in the home and community for individuals.
- Handle emergencies promptly and report these situations to the manager.
- Complete incident reports concerning behavior/health/accidents and alert manager.
- Aid in transporting individuals to and from activities.
- Accompany individuals to medical appointments if requested.
- Be constantly alert to the safety of all individuals.
- Complete all required documentation in a timely manner.
- Obtain and maintain all training requirements.
- Maintain confidentiality.

Supervisory Responsibilities This job has no supervisory responsibilities.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving
- Technical Skills
- Interpersonal Skills
- Written and Oral Communication
- Teamwork
- Professionalism

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience CNA certification and/or High school diploma; or general education degree (GED); or equivalent combination of education and experience.

Language Skills Ability to communicate effectively.

Mathematical Skills Ability to complete simple mathematical calculations.

Reasoning Ability

- Analytical and decision making ability.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems

Computer Skills Ability to use Email, attendance system, and electronic charting.

Certificates, Licenses, Registrations Current valid driver's license.

Other Qualifications

- Ability to drive.
- Good driving record.
- Ability to travel independently to various locations.
- Proof of adequate auto insurance.
- Must submit to a TB skin test

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to stand; walk; sit; reach with hands and arms; and stoop, kneel, bend, twist, crouch, or crawl. The employee must occasionally lift and /or carry up to 50 pounds. The employee must occasionally run 25 yards, and to push and pull 50 pounds utilizing both hands, stretch, balance, and climb.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions.

I understand the description of this job and the essential functions, as given above. I also understand that not all of the duties are described above, and that I will perform those above and other related duties as directed by my supervisor and management. I further understand that employment is at-will, and that either I or my employer may terminate the employment relationship at any time.

Signature _____

Date _____