

# Catholic Charities of Southern Colorado

## JOB DESCRIPTION

This document was  
last updated on  
March 7, 2024.

**Job Title:** Job Coach

**Reports To:** ReHire Program Coordinator

**Department:** Programs

**# Direct Reports:** 0 EMPLOYEES           CONTRACT WORKERS

*Supervisory responsibilities include assigning, scheduling, monitoring, and controlling work; evaluating and managing performance; interviewing, hiring, and orienting new employees; training employees when necessary; making salary recommendations; and recommending discipline or termination when necessary.*

**Position Type/Expected Hours of Work:** Full-time. 8am-4:30pm (M-F). Additional days or hours may be required.

**Pay Type and Range:**  X  SALARIED AT  \$ 37,000 - \$40,000 (ANNUAL)   
     HOURLY AT                     

**Eligible for Overtime (Y/N):**  Y

If no:      PROFESSIONAL  
     EXECUTIVE  
     ADMINISTRATIVE  
     OTHER

**Job Titles Supervised:** n/a

### General Purpose:

The Job Coach assists program participants with obtaining and maintaining employment consistent with their vocational goals and skills. This position is responsible for maintaining detailed case files on participants, including required forms, evaluation of job retention, progress toward goals in individual success plans, and more. The Job Coach builds relationships with the business community and facilitates outreach activities to service providers and potential participants (e.g. participation in job fairs).

### Duties and Responsibilities:

- Recruits participants to the program.
- Assesses participants' vocational functioning on an ongoing basis.
- Works with participants to write job support plans and helps adjust the plan over time according to each participant's needs and preferences.

This description is not intended to be an exhaustive list of all responsibilities, skills, or working conditions associated with this job. It is intended to reflect the principal job elements essential for making compensation and employment decisions.

- Builds relationships with employers and conducts job development and job search activities focused on the interests and skills of current participants.
- Assists participants in obtaining information about their benefits (e.g. SSI, Medicaid) and in understanding how these benefits will be affected by employment.
- Provides individualized supportive services to assist participants in maintaining employment.
- Checks in on participants regularly to ensure that employment is going well, to see why they may be disengaging from the program, etc.
- Conducts weekly employer contacts to learn about the needs of the business, describe supports offered by the program, and describe participant strengths relevant to the position.
- Advocates on behalf of participants for needed job accommodations and maintains contact with the employer during the duration of the participant's time.
- Connects regularly with participants and employers to troubleshoot any issues, address job loss, follow up on job leads, etc.
- Attends activities in the community relating to employment services and connects with employers and community organizations on a frequent basis to market the employment program.
- Maintains accurate participant records and tracks and reports on placement activities.
- Enters participant and employer activity data in required databases.
- Performs other duties as assigned by the ReHire Program Coordinator.

#### **Required Skills/Abilities:**

- Bilingual in Spanish preferred.
- Ability to work with diverse populations.
- Independent worker who can work alone as well as with a team.
- Strong public speaking and experience presenting to small and large groups of people.
- Excellent verbal and written communication skills.
- Excellent time management skills and highly organized.
- Detailed and accurate record-keeper. Excellent at tracking and keeping clear documentation
- Knowledgeable of resources in the community. Existing working relationships with key resource agencies strongly preferred.
- Ability to cope with and quickly resolve conflict and/or crisis situations.
- Strong technological/computer skills.
- Comfortable with remote work and technology like Zoom and Microsoft Teams.
- Highly responsive and respectful to requests for information from staff and supervisors.
- Creative and compassionate.

#### **Education and Experience:**

**Education:** Associate's degree in business or related field required, bachelor's degree preferred. A minimum of 4 years of relevant work experience may serve as a substitute for the educational requirement.

**Experience:** Minimum 1 year of experience with job training/workforce development preferred.

#### **Work Environment:**

- Non-profit social service agency
- Business casual

Job Coach

**Physical Demands:**

<b>WORKING ENVIRONMENT:</b>	<b>SELDOM</b>	<b>OCCASIONAL</b>	<b>FREQUENT</b>
COLD (50 F or less)	X		
HEAT (90 F or more)	X		
GASES/FUMES/DUST	X		
HEIGHTS	X		
NOISE			X
CLIMBING (Stairs/Ladders)	X		
DRIVING		X	
CRAWLING OR KNEELING	X		
BENDING	X		
WALKING/Uneven Surfaces		X	
WORKING ALONE			X
WORK WITH OTHERS			X
CHEMICALS/SOLVENTS	X		
<b>MOVING HEAVY ITEMS:</b>			
LIFTING/LOWERING	>20 lbs	10-20 lbs	< 10 lbs
LIFTING OVER SHOULDER	> 10 lbs	5-10 lbs	< 5 lbs
REACHING OVER SH'LDER	> 10 lbs	5-10 lbs	< 5 lbs
REACHING FORWARD	> 10 lbs	5-10 lbs	< 5 lbs
PUSHING	> 10 lbs	5-10 lbs	< 5 lbs
PULLING	> 10 lbs	5-10 lbs	< 5 lbs
CARRYING	> 20 lbs	10-20 lbs	< 10 lbs
VISUAL ACUITY: Near			X
VISUAL ACUITY: Far		X	
COLOR DISCRIMINATION	X		
HEARING			X
SPEECH			X
MANUAL DEXTERITY			X
EYE/HAND COORDINATION			X
<b>TRAVEL:</b>			
LOCAL			X
NATIONAL	X		
INTERNATIONAL	X		
<b>REPETITIVE MOVEMENTS:</b>			
(please list)			
<b>OPERATING MACHINERY:</b>			
COMPUTER and MOUSE			X
COPIER			X
FAX MACHINE		X	
PRINTER			X
TELEPHONE			X
OTHER (please list)			

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date