### EASTER SEALS SOUTHEAST WISCONSIN
#### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Career Coach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Workforce Development (80, 81)</td>
</tr>
<tr>
<td>Job Reports To:</td>
<td></td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>Date Approved:</td>
<td>12/11/14</td>
</tr>
</tbody>
</table>

#### CORE VALUES:
Employees are committed to creating an environment that promotes health, happiness, independence, and safety by providing individuals with disabilities increased opportunities for access, inclusion and choice. Our decision making is guided by our values of integrity, respect, humility, welcoming and determination.

#### JOB OBJECTIVE:
The Career Coach is responsible for mentoring and training individuals with disabilities to prepare them or help them maintain integrated supported employment. This position takes an active role in the job placement process by providing vocational training and job coaching in a manner that treats individuals with respect and dignity, and allows for individual success.

#### ESSENTIAL DUTIES (FUNCTIONS) include the following:
- Provides training and support to individuals served by Easter Seals in the community, Easter Seals facilities or Easter Seals Lilyworks training programs.
- Provides Soft Skills training activities that affect individual choices and promote skill building.
- Plans training activities that support on the job training in accordance with agency standards.
- Develops and facilitates classes for individuals on job-related and skill building topics.
- Maintains a safe, clean and well organized work environment.
- Provides instruction on the safe operation of all machines and equipment used in work settings.
- Provides training to individuals in community-based work experiences (integrated employment).
- Educates training participants on job duties, work routine, and the expectations of the employer.
- Builds natural supports into the job, allowing for less job coaching as individuals gain knowledge and skills.
- Offers suggestions about accommodations that may be needed for the individuals to be able to perform the job.
- Addresses problems, negotiates job duties, and resolves any challenges that may arise in the working relationships.
- Maintains clear and open communication with all those involved to ensure parties are updated and informed.
- Supply information for monthly reports, performance reviews, staffing and six months reports as requested.
- Completes required documentation and maintains accurate paperwork (individual progress notes, monthly summary, log of coaching hours, mileage, etc.) in a timely manner.
- Participates in assigned meetings, professional development, and training as required.
- Flexibility
NON-ESSENTIAL DUTIES

- Serves as back-up to various program staff, by providing coverage of all work teams, personal cares in the absence of the regular staff member, and a summary of events upon their return.
- Assist with additional duties such as bus supervision (day) and break duty, as well as other duties as may be assigned.
- Performs other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to carry out 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.

- High School Diploma or GED required; Associates or Bachelors Degree in Human Services or related field preferred.
- A minimum of two (2) years experience working with individuals with disabilities required; vocational rehabilitation/job modification, food service, manufacturing, and/or retail experience preferred.
- Must be available to work flexible hours, including evenings and weekends.
- Successful physical examination/fit test required.
- Current CPR and First Aid Certification required. If not current, we will train within the first 90 days of employment.
- Must have a valid driver's license and reliable transportation.
- Must have proof of insurance and meet the requirements of the Employee Driving Policy.
- A Criminal Background Check must meet the requirements of the State of WI licensure for day programming.

Specialized Skills/Abilities/Knowledge:

- Demonstrated customer service excellence.
- Ability to model and develop appropriate work behaviors in others.
- Understanding of general employer expectations.
- Basic understanding of rehabilitation concepts.
- An understanding of production and assembly methods.
- Proven relationship building skills and ability to both lead and participate in work.
- Working knowledge of MS Office Suite applications.
- Ability to maintain confidentiality.
- Awareness of disability issues.
- Ability to interact with people from culturally diverse backgrounds and display strong customer relation skills.
- Ability to communicate effectively, verbally and in writing.
- Ability to problem-solve issues.
- Self-motivated and able to work independently.
- Must be organized and able to handle multiple tasks.
- Must be honest, dependable and able to meet deadlines.
- Must exercise sound judgment in making decisions and act accordingly.

EQUIPMENT USED/MACHINERY REQUIRED TO OPERATE:

Includes, but is not limited to:

- Stretch wrapper
- Hand Truck and Pump Dolly
- Weigh Scale
- Telephone
- Computer
• Copy Machine
• Calculator
• Fax Machine
• Hoyer Lift
• Heat Sealer
• Operate a motor vehicle safely
• Durable Medical Equipment (as required)

PHYSICAL DEMANDS:
• May be required to lift, carry, push or pull up to 50 pounds.
• Frequently requires sitting, standing, walking, bending, squatting, kneeling and reaching.
• Perform 1 to 2 person transfers from chair to toilet and back; from floor to chair and back.
• Required to drive, and transport clients, which includes assisting individuals in and out of vehicles.
• Exposed to loud/noisy environments.

DISCLAIMERS:
Easter Seals Southeast Wisconsin is a covered entity under the Health Insurance Portability & Accountability Act (HIPAA) rule. In the scope of performing functions, including but not limited to management, administrative, financial, legal and operational support services, employees may have access to Protected Health Information (PHI), which is information, whether oral, written, electronic, visual, pictorial, physical, or any other form, that relates to an individual's past, present or future physical or mental health status, condition, treatment, service, products purchased, or provision of health care and which reveals the identity of the individual, whose health care is the subject of the information, or where there is reasonable basis to believe such information could be utilized to reveal the identity of that individual, and as such are required to adhere to established protocols.

Information contained in this Job Description represents the standard method of accomplishing the duties of this position. The preceding essential functions are not intended to be an exhaustive list of tasks and functions for this position. Other tasks and functions may be assigned as needed to fulfill the mission of Easter Seals Southeast Wisconsin. Reasonable accommodations may be considered as required and/or requested. Your signature is an acknowledgement of the information herein.

Employee’s Signature

Date

Supervisor’s Signature

Date

Career Coach
Job Competencies

1. Action-Oriented
2. Approachability
3. Customer Focus
4. Ethics & Values
5. Functional/Technical Skills
6. Informing
7. Interpersonal Savvy
8. Organizing
9. Problem Solving
10. Time Management

Career Coach