



## Job Description **Residential Coach**

### **Qualifications:**

1. **Education/Experience:** High School Diploma or GED preferred.
2. **Requirements:** The ability to be flexible as to schedule hours. The ability to act as a positive adult role model. Basic living skills, good verbal and written communication skills.
3. **Needs to possess or secure and maintain:** Certification in first aide and CPR, a valid Chauffeur's license with a driving record that is acceptable to CWI's auto insurance company, Medication Manager's certification and a private phone.

### **Mission and Values**

- Embrace the values and philosophy of Crossroads of Western Iowa \*
- Treat people we serve with dignity and respect \*

### **Customer Focus**

- Advocate for persons served to be included within their communities, as they desire\*
- Work as a team member with other staff to provide quality service to the people we serve through HCBS, SCL and other funding sources\*
- Work cooperatively with the persons receiving services and all stake holder's (as desired) and their community options team to support the person's "person centered plan"
- Facilitate integration and community inclusion in the area of employment and leisure

### **Job Knowledge**

- Record direct persons served contact hours as instructed on all appropriate forms for efficient and cost effective use of time\*
- Provide physical assistance to persons receiving services when needed (example 1-2 persons lift to transfer from wheel chair)\*
- Document persons served interactions and support interventions in the form of progress notes, incident reports, communication log and other as needed and instructed\*

### **Problem Solving and Decision Making**

- Provide safe transportation and supports for persons to access their communities with alternate (safe) transportation methods\*
- Be responsive to and provide emergency intervention for all persons receiving community options supports\*

### **Communication:**

- Be responsible to the Community Options Coordinator and/or Director and keep them aware of persons served and/or staff support needs\*

### **Coaching**

- Work cooperatively with other staff and with the person receiving services to provide supports needed and desired in order to achieve HCBS quality outcomes\*

### **Compliance**

- Must have authorized release before sensitive information is given pertaining to CWI, persons receiving services, and staff \*
- Will be aware of and comply with all HIPAA regulations in coordination with the HIPAA compliance officer \*
- Will abide by all CWI Corporate Compliance policies and Code of Ethics \*
- Communicate staff schedule needs/changes to the Community Options Coordinator and other designated staff responsible for scheduling, in a timely manner and arrange for replacements with independence (getting approval if it will cause overtime) except for emergency situations\*

### **Innovation**

- Assist in the development of Community Base Education experiences based upon persons served interests and staff's skill (such as nutrition, money management, job search, social security benefits, etc.)

### **Effort and Initiative**

- Perform any other job duties as assigned by Community Options Coordinator, CWI Directors, or CEO \*
- Attend staff meetings and training opportunities as scheduled, providing input and feedback to the Community Options team concerning persons served support needs and service development\*

### **Self Development**

- Attend and successfully complete all necessary staff orientation and training functions\*
- Committed to self improvement

### **\*Essential Functions**

**Items in job description are prioritized under each heading in order of importance.**

**Salary range will be within the annually budgeted figure. Actual salary subjects to board approval.**

This job description was developed to enhance the communication of job and performance expectations between the employee and management and is not intended to create a contract of employment. The specifications, essential functions and other responsibilities will be reviewed on a regular basis and are subject to modification.

**\*\*\*Required Completion following interview\*\*\***

**Statement of Understanding**

I have read and understand the above position description. I assert that I am able to perform all essential job functions, meet the physical requirements of this position and satisfy the expectation for regular attendance.

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Applicant Signature

Date

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Interviewer Signature

Date