

Job Title: Community Life Coach

Job Status: Full-time, Part-time, non-exempt

Based @ Branches of Life – Chester VA and assigned community settings

Position Reports To: Supervisor / Director

Compensation: \$11-\$14/hour



Job Purpose Summary: A Community Life Coach is a person who counsels, supports and encourages people who experience disabilities on matters having to do with employment, education, advocacy and personal challenges.

Description of Services: A Community Life Coach may be hired to provide services in any one or all of the following programs: **Community Engagement, Community Coaching and/or Workplace Assistance** based on business need. Additional skills and training may be required as determined by supervising Director of each program.

Our **Community Engagement** program provides our clients meaningful experiences and greater access to, and participation within, their local communities. Utilizing a wide variety of opportunities within the community to facilitate and build relationships and natural supports, our activities are provided in ratios no larger than one-to-three. Our goal is to facilitate an individual's development of self, social environmental awareness, problem solving, interdependence and integration into their community.

Our **Community Coaching** program is a goal oriented service that is managed by our Consulting Services to provide a one-to-one interaction between a coach and an individual who wants to develop more confidence and competence in fully-inclusive settings.

Our **Workplace Assistance** program provides a range of personal care services and employment supports to a person who experiences a disability and who is competitively employed, allowing them to maintain employment. This can include helping solve safety issues, supervision and self-help concerns by providing one-to-one support.

Key Responsibilities and Accountabilities: A Community Life Coach with Branches of Life will be responsible to:

Act as Communication Partner, Mentor and Advocate

- Model and incorporate multiple methods of communication to clients
- Communicate comfortably and effectively in multiple modalities
- Program assistive technology devices and manipulate adaptive equipment
- Proactively approach scenarios with an idea of the conditions necessary for successful support
- Work with team members and client to determine communication needs and preferences and consistently follow through with specific communication protocol
- Assist clients with communicating with people on their support team
- Encourage engagement and learning at all times while respecting client choice, preference and refusal
- Speak to/about/with people who experience disabilities and the individuals who support them about personal issues with positivity, kindness, and respect for privacy
- Establish a healthy relationship with clients based on mutual trust and collaboration

Be a Good Team Member, Brainstorm, Collaborate & Problem-Solve

- Relay and communicate information to and from supervisors and members of clients' team
- Promote and maintain professional relations with families and supporters / agencies
- Take leadership roles and partner with Life Coaches to model techniques and provide mentorship
- Brainstorm, process and collaborate with team members to create supports and programming opportunities
- Be able to discuss sensitive topics with tact, non-judgmental language, accuracy and confidentiality adherence
- Address difficulties and questions that our clients may have and be able to offer practical/creative ideas that are respectful and in line with our guiding principles
- Creatively implement ideas and initiate reduction of barriers that prohibit success for the people we support

Ensure Smooth Day to Day Operations

- Reliably follow a schedule as well as be flexible within that schedule as determined by the needs of the clients/program
- Independently and thoroughly complete all assigned tasks
- Independently prep for scheduled activities
- Independently clean-up after scheduled activities
- Keep workspace clean and organized at all times
- Adhere to all policies and procedures regarding safety, emergency preparation and universal precautions
- Ensure program gaps are filled by providing alternative activities (often on the fly)
- Independently lead small group/individual experiences
- Constantly monitor and supervise clients and teammates for safety, engagement and mood management
- Provide/Assist with administration of client medication
- Provide transportation for clients
- Document and communicate client progress, accomplishments and areas of concern via daily notes in a manner consistent with training guidelines
- Accurately and reliably collect data necessary to aid in decision-making

Deliver Instruction & Reinforce Strategies

- Provide guidance in independence, choice, self-care, communication and social skills
- Model and reinforce client specific strategies
- Facilitate participation for all clients
- Adapt activities to better promote autonomy and independence
- Deliver activities that respond to the needs and interest of the group or individual
- Provide support to clients in resolving difficult situations while remaining calm and professional
- Use emotional support and de-escalation strategies successfully
- Recognize natural learning opportunities and act upon them

Directly Support Clientele

- Supervise clients for safety and engagement in a variety of different conditions
- Rapidly change approach when necessary to avoid dangerous or unfavorable scenarios
- Be prepared to follow policy and procedure for handling a variety of situations
- Facilitate natural supports and interactions with non-disabled others to promote inclusion
- Complete job tasks independently in a variety of settings and experiences

Other duties as assigned

Required Knowledge, Skills and Abilities: A Community Life Coach at Branches of Life will be required to fully demonstrate the following:

- Multi-task with a high level of alertness and ability to anticipate opportunities for problem-solving
- Speak about people who experience disabilities and the individuals who support them about personal issues with positivity, kindness, lack of judgement and respect for privacy
- Self-initiate; be able to make decisions on the spot and follow through with the safety needs of the clients foremost
- Be able to use a computer effectively, use the internet, create word documents, email, use and create power points and other programs used to serve our clientele
- Be able to express thoughts, give detail and report information in writing in a manner that is clear, professionally detailed and easy to understand
- Have an acceptable driving record and reliable transportation
- Be able to administer medication
- Be thorough and detail orientated

Required Education and Experience: A Community Life Coach at Branches of Life is required to be at least 18 years old and hold at least a high school diploma (standard or advanced). Meeting all the requirements of the Life Coach position is a pre-requisite. At least 6 months prior paid experience supporting people who experience disabilities is required.

Special Position Requirements: All applicants must meet the following requirements to be considered for position:

- Have active certification or successfully complete CPR and First Aid certification requirements
- Test and present a negative 2-step tuberculosis (TB) test
- Have an acceptable criminal background check
- Not included on the Virginia Abuser Registry or the List of Excluded Individuals and Entities (LEIE)
- Must provide client transportation
 - o Must have reliable vehicle
 - o Vehicle must be insured in applicant's name
- Must have at least 3 years driving experience
- Have a valid Virginia Driver's License and acceptable DMV issued driving record
 - o An applicant for employment will not be hired if their driving record reflects:
 - Suspended or revoked license
 - Three or more moving violations in the past 36 months
 - One or more instances of driving under the influence (DUI) or driving while intoxicated (DWI) within the past 24 months
 - At fault in a fatal accident within the past 5 years
 - Leaving the scene of an accident within the past 36 months
 - Reckless driving within the past 12 months
- Medication Management certification preferred
- Must be able to work flexible hours as needed – may include nights and/or weekends

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. A Community Life Coach must be able to:

- Perform First Aid and CPR
- Actively participate in recreational activities, including physical activities such as exercise and sports
- Bend, squat, kneel, use hands, reach, hold and carry
- Lift and/or move up to 60 pounds multiple times daily
- Safely load and unload accessible vehicles, including wheelchair securing systems

Description of the Work Environment: Community Life Coaches work in diverse settings. The job may be performed under some temperature extremes and in a generally hazard-free environment. Job conditions might take place in indoor or outdoor environments, with transportation provided by the employee to locations within the tri-cities area.