



## ILS Life Coach Description of Job Outcomes

**Position/Title:** Life Coach (LC)

\*May also be referred to as "Instructor"

**Department:** Independent Living Services (ILS)

**Reports To:** ILS Manager (ILSM)

**Jobs Supervised:** None

**Hours of Work:** To be assigned based on client needs and schedule

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### Position Description

The Life Coach (LC) mission is to ensure quality individualized services to all people we serve by leading in partnership with clients, leadership within the service team, communication with appropriate stakeholders, and helping achieve both individual and corporate growth.

### Qualifications and Requirements:

#### 1. Education and Experience:

- a. Bachelors Degree or equivalent  
Or
- b. Associates Degree or higher  
And either
  - i. 90 days employment with COMPASS, LLC  
Or
  - ii. 2 Years of previous relevant experience as a teacher, coach or paid mentor/trainer  
Or
- c. 5 years of previous relevant experience as a teacher, coach or paid mentor/trainer

#### 2. Transportation:

- a. Valid California driver's license
- b. Clean driving record (DMV printout is required)
- c. Current vehicle registration and use of a safe vehicle in good running condition during shift hours
- d. Valid automobile insurance for that vehicle and all passengers

#### 3. Knowledge, Skills and Abilities

- a. Knowledge of State and Federal laws that affect Adult Protection, Developmentally Disabled, and Vulnerable Adults
- b. General knowledge of mental health issues
- c. Knowledge of the principals, methods and techniques of social work
- d. Knowledge of employee supervision and management principles
- e. Knowledge of adult education and training principles
- f. Knowledge of personal health-care practices and principles
- g. Knowledge of the principles of home management and emergency preparedness
- h. Knowledge of the elements of nutrition and meal planning
- i. Knowledge of the aging process, developmental disabilities and accompanying behaviors
- j. Knowledge of the emotional problems accompanying illness
- k. Skill in record keeping and skill in oral communications
- l. Ability to interview people to obtain accurate information
- m. Ability to mediate between people in conflict, skills in interpersonal relations, knowledge of the dynamics of individual and group behavior
- n. Knowledge of human growth and development; knowledge of social and economic problems
- o. Knowledge of community services
- p. Ability to analyze complex situations, negotiate for case planning and evaluate for potential improvement
- q. Ability to present complicated case information clearly and concisely

- r. Ability to organize work effectively and complete deadlines despite frequent interruptions
- s. Ability to maintain effective communication with clients, co-workers and community organizations
- t. Ability to work under stressful conditions and to remain calm and objective
- u. Consciousness of LC's own values and how they may influence professional decisions and coaching provided to clients

**4. Other:**

- a. Tuberculosis Clearance Screen
- b. Pass criminal background check through fingerprint clearance
- c. Pass Pre-Employment Drug Screen and random drug test as required
- d. The willingness and ability to perform all the essential functions of the job
- e. The ability to work collaboratively with and provide direction for clients and co-workers
- f. An employment record of punctuality, good work attendance and reliability
- g. You must provide an I-9, Social Security Card or proof eligibility to work in the US

**5. Employment will be contingent upon passing drug and/or alcohol screen, and delivery of acceptable DMV report and fingerprint/DOJ background check.**

**Essential Outcomes and Responsibilities: Partnership**

**1. LC's will develop strong partnering relationships with their clients, helping them to achieve their ISP goals.**

- a. Effectively build and maintain healthy relationships for the sake of the client's health and wellbeing
- b. Coach clients in self-direction and advocate on their behalf when necessary. Encourage growth and recognize their autonomy while also being attentive to reduce their risk of harm
- c. Effectively coach clients to pursue and achieve their Individual Service Plan (ISP) goals in their home and community. Prepare content and vary style for individualized coaching in the following categories:
  - i. Meal & Menu Planning
  - ii. Money Management
  - iii. Parenting
  - iv. Personal Health, Wellness & Hygiene
  - v. Self Advocacy, Communication & Paperwork
  - vi. Sexual Health & Safety
  - vii. Shopping in a Natural Environment
  - viii. Use of Medical & Dental Services
  - ix. Use of Public Transportation
  - x. Cleaning
  - xi. Behavior Management/Diversion Planning
  - xii. Community Resource Awareness
  - xiii. Home & Community Safety
  - xiv. Housing Search
  - xv. Community Integration
  - xvi. Independent Recreation & Participation
  - xvii. Other
- d. Help each client identify and clarify their goals and dreams.
- e. Assist client in coordinating with other programs and resources including SSI, Medi-Cal, IHSS, Counseling, Payee, etc. Maintain a high level of professionalism with all clients, including strong and healthy boundaries to ensure client independence
- f. Participate when requested in the Interdisciplinary Team process, IPP and ISP meetings.
- g. Demonstrate ability to make appropriate judgment calls when serving clients (all affiliates)
- h. Promotes healthy relationships between their clients and people in their client's life
- i. Provide instruction and help accessing resources necessary for clients to identify and reach their destiny
- j. Assist client with identifying, securing and using needed equipment and therapies
- k. Assist and support clients to develop strategies, make informed choices, follow through on responsibilities and to mitigate risk to achieve desired lifestyle
- l. Safely transport clients and/or provide training for safe travels when necessary to achieve an ISP goal
- m. Effectively assist clients in solving their day-to-day problems

- n. Attend Compass company events and assist and encourage clients to attend them as well
  - o. Consistently schedule coaching appointments ahead of time with the client, making sure client is aware of the appointment
  - p. Effectively encourage clients to keep scheduled coaching appointments
  - q. Arrive promptly to all coaching appointments
  - r. Effectively utilize Universal/Standard Precautions when working with clients, and instruct others to observe them as well
2. Address challenging situations proactively and respectfully, using non-aversive methods, and developing/implementing plans for individuals
- a. Maintain working knowledge of community and generic resources, assisting client in obtaining and utilizing resources when necessary

### **Essential Outcomes and Responsibilities: Communication**

1. **LC's will provide excellent and appropriate communication to all stakeholders.**
- a. Maintain effective communication with supervisor, regional center, ILS team, Compass office staff and clients in accordance with Compass, LLC, policy, Title 17, regional center, and any other relevant state and federal regulations
  - b. Understand, complete and manage all reports and forms as necessary required to achieve other LC outcomes
    - i. Correctly file mileage reimbursement form on-time
    - ii. Correctly complete any accident reports
  - c. Meet all stated or understood deadlines
  - d. Return all calls from a supervisor or an office staff person within 24 hours
  - e. Write accurate and clear weekly notes, submitting them on-time
  - f. Update Quarterly Reports and Individualized Service Plans (ISP) on-time
  - g. Communicate relevant changes of condition to supervisor
  - h. Keep client files up to date
  - i. Provide documentation for Special Incident Reports
2. **Serve as legally required Mandated Reporter, communicating immediately to supervisor and Adult Protective Services (APS) when necessary. Immediately report to the appropriate supervisor suspicion or knowledge of any decline in a client's physical or mental health, any medication refusal, alcohol or illegal drug abuse, etc.**
- a. Maintain appropriate confidentiality within the team, sharing information to the right person at the right time, avoiding gossip in all circumstances
  - b. Appropriately and efficiently use technology
  - c. Update QSP client data when changes occur, notifying supervisor whenever a change is made
  - d. Correctly and accurately enters scheduling data and other work hours into QSP according to Compass policies and procedures
    - i. Print and sign correct time cards on-time

### **Essential Outcomes and Responsibilities: Leadership**

1. **LC's will be leaders within their teams and serve as models of self-management.**
- a. Demonstrate COMPASS values and lead others to better manifest them by their example
  - b. Encourage clients to increase confidence and competence and to be as independent and self-determined as possible
  - c. Effectively manage their time resource, maximizing coaching hours and minimizing admin and travel hours
  - d. Demonstrate leadership by taking initiative within COMPASS guidelines, policies, and practices
  - e. Manage their own attitude, choices, and decisions
  - f. Demonstrate flexibility, allowing others room to make their choices
  - g. Maintain accountability for job expectations
  - h. Partner with COMPASS family (Admin, SLS staff, etc.), showing support and relational connectedness when possible and appropriate

- i. Demonstrate cohesion with team by supporting other LC's in their job outcomes
- j. Attend team meetings, and arrive on-time
- k. Effectively utilize Compass Calendaring System to schedule their work (i.e. QSP)
- l. Demonstrate mastery of ILS philosophy:
  - i. Understand consequences of client choices
  - ii. Allows clients to experience the consequences of their choices
  - iii. Articulate client choices to help them understand, empowering them to make wiser decisions
- m. Adhere to all Compass policies and procedures
- n. Maintain excellent attendance with supervisor and team
- o. Model Community by having strong presence and performance at company events
- p. The LC must know the formal and informal departmental goals, standards, policies and procedures, which may include some familiarity with other departments within the company. The LC must be sensitive to both the interrelationship of people and functions within the company. The LC will exercise judgment and assume responsibility for their own decisions, consequences and results having an impact on people costs and quality of services of the company.

### **Essential Outcomes and Responsibilities: Growth**

- 1. LC's will contribute to Compass qualitative and quantitative growth as an organization by their performance and their own professional growth.**
  - a. Generate goodwill and increase their own positive reputation with the regional centers
  - b. Maintain client and agency confidentiality
  - c. Demonstrate teachable attitude and hunger to learn and grow
  - d. Complete necessary trainings, pursuant to official training timeline
  - e. Maintain flexibility by taking on new clients as company grows
  - f. Take on new assignments as assigned, demonstrating willingness to contribute in new and challenging ways
  - g. Contribute to the life of the organization through participation in agency and community events
  - h. Participate and assist in internal and external quality assurance events and/or audits including completion of necessary follow through based on audit findings
- 2. The LC will generate positive goodwill by professional behavior with all stakeholders.**
  - a. Maintain client confidentiality and the confidentiality of inter-agency related information
  - b. Interacts with and educates community members and organizations when relevant
  - c. Recognizes the strengths and gifts of others and finds ways to honor and utilize those capacities
  - d. Seeks information, resources and feedback from others to achieve desired results
- 3. Other duties as assigned**

### **Tools and Equipment Used:**

Computer, car, phone, copier, fax, cellular phone

### **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 required to sit, talk and hear. Employee must be able to fluently read and write in English. The employee is regularly required to stand, walk, and use hands and arms to operate, handle or feel objects, tools or controls. The employee will reach with arms and hands. Occasionally the employee is required to climb, bend, stoop and/or crawl. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distant, color distinction, night vision and the ability to adjust focus. The employee must be able to safely drive and operate a passenger vehicle.

### **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.

The work environment is a combination of both the office and the community. When out of the office the employee may be subject to adverse weather such as hot and wet and/or humid in the summers and cold and wet in the other seasons. The noise level can range from moderately quiet in the office to loud and noisy in the field. The employee occasionally may be exposed to contagious diseases and parasites and/or potentially violent individuals or domestic animals. Considerable time spent driving.

**General Statement:** Applicants for appointment to this position will be required to submit a formal application and may be subject to rating of education and experience, oral interview and/or reference check. Job related tests may be required of any applicant.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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