



## IN-HOME SUPPORTS (IHS/SILS) COACH ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

### **Provides Person-Centered Supports:**

1. Works with the supervisor and program participants to develop a person-centered plan to assist clients in reaching their highest level of independent living.
  - a. Provides support to develop and follow a consistent training schedule of independent living skills with clients as determined by their support plan.
  - b. Promotes and teaches self-advocacy, personal, domestic, medical, financial, social/recreational, communication, and behavior management skills to maintain independence.
  - c. Completes daily written documentation of activities as assigned, including plans, progress notes and reports.
  - d. Exercises mature judgment and relates to clients in a warm and caring manner.
  - e. Safeguards client privacy and confidentiality, making sure protected health information is secured in accordance with agency guidelines and state and federal regulations.
  - f. Provides transportation as necessary to clients up to fifty (50) miles per day for goal-related activities.
  - g. Works with clients to build skills and increase independence.
2. Maintains positive professional working relationships with all staff to help the agency operate as a coordinated unit.
3. Meets agency standards for performance by delivering work timely and to a high-quality standard.
4. Complies with agency policy and procedures for health and safety standards of its' clients, employees, and of the facility.
5. Develops a trusting relationship with the client while maintaining appropriate, professional boundaries while providing services and prompt communication (within 24-hours) to clients and their team members.
6. Works to ensure that client service needs are addressed and advocated for, as necessary.
7. Meets client and team expectations for quality of support.
8. Assists client in making progress toward their defined goals within their timeline, seeks opportunities for client growth, and challenges client to pursue opportunities as applicable.
9. Ensures that client supports stay within the client plan and scope of staff services to provide appropriate support while building independence.
10. Works independently and effectively manages time with little to no direct daily supervision.

### **Timekeeping:**

11. Submits accurate timesheet to the supervisor by deadline using the correct form.
  - a. Ensures hours provided are within the client's approved budgeted hours.
  - b. Accurately maintains time records as required by law and agency policy.
  - c. Observes all meal periods and rest breaks as required by law.

**Communication:**

12. Communicates with clients at least weekly and within twenty-four (24) hours of contact while maintaining professional boundaries.
  - a. Uses client's preferred communication method.
  - b. Documents appropriate steps taken if unable to contact clients for more than one (1) week.
  - c. Ensures that they are supporting within the scope of their role and building client independence.
13. Maintains an open and professional line of communication with clients' case managers.
  - a. Responds to communication from clients & case managers within twenty-four (24) hours.
  - b. Follows agency procedures for keeping the supervisor informed of communication with case managers.
  - c. Keeps the supervisor informed by keeping them CC'ed on email communications and updating them on other communications within twenty-four (24) hours.
  - d. Communications with case manager are grammatically correct and free of spelling errors.
14. Responds to internal communication from internal contacts (supervisors, coworkers, and Quality Assurance) and external communications within twenty-four (24) hours.
  - a. Works collaboratively with other team members to address client and agency concerns as needed.
  - b. Provides written communications with internal and external contacts that are professional, grammatically correct, and free of spelling errors.
15. Communicates with client's team to ensure client is best supported.
16. Updates the supervisor on all important client changes including hospitalizations or life-changing events (e.g., housing, family changes, major medical updates, employment, etc.) within twenty-four (24) hours.
  - a. Works with supervisor to address client issues quickly and efficiently.
  - b. Communicates with supervisor about agency-related issues and/or concerns.
  - c. Problem-solves and attempts to find a solution to non-urgent client issues independently before reaching out to supervisor.

**Documentation & Written Reports:**

17. Creates professional, thoroughly written, grammatically correct, and spelling-error-free reports per agency guidelines.
  - a. Provides monthly updates to the supervisor and sends approved monthly updates to the client and their applicable team members within expected timeframes. Reports require few edits for approval.
18. Ensures client electronic and paper files are secure and documents containing PHI are properly disposed of (i.e., shredded) when no longer up-to-date or necessary in accordance with agency policy and state and federal regulations.

**Meetings & Trainings:**

19. Schedules forty-five (45) day review meetings before deadlines and includes all applicable team members.
  - a. Ensures that QA is aware of the meeting date and time and keeps QA apprised of cancellations and rescheduled reviews.
20. Schedules annual review meetings before deadlines and includes all applicable team members.
  - a. Ensures that QA is aware of the meeting date and time and keeps QA apprised of cancellations and rescheduled annual reviews.
21. Attends all staff meetings, trainings, and any other mandatory meetings.
22. Other duties as assigned.

**DRIVING REQUIREMENTS**

- The In-Home Supports Coach is an unlimited driving position.
  - Employees in this driving category are expected to drive up to thirty (30) miles to and between clients and to transport clients up to fifty (50) miles for goal-related activities.
  - Employees are expected to maintain a valid driver's license, a safe vehicle, and auto liability insurance.

## **JOB QUALIFICATIONS**

- Associate's/Bachelor's degree in human services related field preferred.
- High School Diploma or equivalent with at least two (2) years of professional experience working with adults with physical disabilities, mental illness, intellectual and developmental disabilities required.
- Must pass a criminal background check.
- Demonstrated experience with Microsoft Office Suite and Adobe Suite.
- Demonstrated experience with general computer skills, including but not limited to, productivity software, communication tools, and database management.
- Must possess and maintain a current, valid Driver License.
- Must have reliable transportation with proof of insurance.
- Must be at least eighteen (18) years of age or older.

## **PHYSICAL DEMANDS**

- The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The ability to lift, carry, bend, stoop, push or pull.
- Required to ascend/descend stairs.
- Regular use of hands requiring dexterity in using the telephone, computer keyboard, mouse, or calculator.
- Exposure to low to moderate noise levels characteristic of working in an office, home, and community environment.