The Arc®
Noble County Foundations

Job Coach

with the opportunity for advancement with an upcoming retirement

Employment Services Manager



Position Overview:

Are you passionate about helping people discover their abilities, achieve their goals, and experience the rewards of meaningful employment?

The Arc Noble County Foundations is seeking a motivated, dependable, and compassionate individual to join our team as a job coach. This position offers an opportunity to make a meaningful difference in the lives of individuals with disabilities while developing the knowledge and skills necessary for future career advancement.

About the Opportunity:

The successful candidate will initially focus on providing individualized employment support, learning our programs and procedures, and building relationships with the individuals we serve and local employers.

An important feature of this opportunity is the ability to learn directly from our current Employment Services Manager, who will be retiring at the end of the year. This transition provides an opportunity for hands-on training, mentoring, and knowledge transfer before the retirement.

Following a structured training and evaluation period, the successful candidate may be considered for advancement to the Employment Services Manager position.

Advancement will depend on demonstrated competency, successful completion of established performance expectations, and the organization's determination that the candidate is prepared to assume the additional responsibilities. Advancement is not guaranteed.

If you are looking for a rewarding opportunity to make a difference while developing your professional skills, we encourage you to apply!

Initial Responsibilities :

- Provide individualized job coaching and employment support to individuals disabilities.
- Assist individuals in developing workplace skills, independence, and confidence.
- Support individuals in maintaining successful employment experiences.
- Build positive relationships with individuals, families, employers, and community partners.
- Maintain and completed required documentation.
- Learn applicable program requirements, procedures, and organizational expectations.
- Participate in training, mentoring, and performance evaluations.

The Ideal Candidate:

- Demonstrates patience, compassion, professionalism, and respect for individual choice.
- Has strong communication, organizational, and problem-solving skills.
- Can work independently and manage responsibilities effectively.
- Is comfortable building relationships with employers and community partners.
- Is dependable, adaptable, and committed to helping individuals achieve meaningful employment goals.
- Is interested in professional growth and taking on additional responsibilities over time.
- Experience in disability services, job coaching, vocational services, employment support, or a related field is preferred, but not required.
- Additional requirements listed on the job description.

Opportunity for Advancement:

- The intended career path is to prepare a qualified candidate to assume broader employment services responsibilities following the retirement of the current manager at the end of 2026.

To Apply or For Questions:

Job application available here: https://www.arcfoundations.com/job-application

Complete the job application and email, mail, or drop it off.

8am-4pm Monday thru Friday

Call Jalyssa at 260-636-2155

Email jkessler@thearcfoundations.com

506 South Orange Street
Albion, IN 46701

Both job descriptions are included with this job posting.

The Arc Noble County Foundations

Job Description

Position: Job Coach

Supervisor: Employment Services Manager or Community Career Director

Qualifications: Must be at least 18 years of age and meet the physical demands, and other competencies as further outlined in this job description. A minimum of three years of experience working with adults with disabilities (or similar experience) is strongly preferred.

Job Summary: The Job Coach will work with the Employment Services Manager and Vocational Rehabilitation Services to assess individuals who are referred to employment services in order to develop an employment plan which assists the individual to seek and secure community integrated employment and then to maintain that employment.

Essential Job Functions:
Job duties may include, but are not limited to the following:

- Assists with vocational transitioning and support from HCBS waiver services to a community integrated employment setting;
- Performs job-coaching duties for participants assigned to their caseload, including meeting with each individual via in-person, phone, or virtual;
- Serves as a positive role model to the individual, co-workers, and employer, modeling appropriate work skills, behavior and social interaction;
- Utilizes a variety of job coaching techniques to meet the participant and employer needs insuring that work performed by the individual meets employer expectations, adheres to industry standards and all tasks are completed within acceptable time frames; .
- Monitors individual's level of performance including determining when support can be faded.
- Serves as a liaison between employee and employer and facilitates appropriate worker to supervisor relationship;
- Completes detailed documentation of services provided and communications had within 24 hours of service or communication;
- Documents and recommends to Employment Services Manager or Community Career Director any action necessary to overcome employment barriers;
- Develops appropriate job sites in the community by contacting and working with local employers and educates the employer and addresses employer concerns about hiring people with disabilities;
- Provides HCBS extended services to individuals;
- Communicates with Vocational Rehabilitation office appropriately and routinely to assure consistent services and communication;
- Assist the Community Career Director to engage vocational guest speakers and schedule vocational tours for individuals in services;
- Completes all other duties as assigned.

Education and/or Experience

- Experience working with individuals with disabilities would be valuable.

Certificates, Licenses or Registrations

- As applicable, must possess a valid driver's license and good driving record as defined by the agency's policies.
- Must have access to a vehicle in sound operating condition and proof of current auto insurance.
- Must have clear background checks and certifications as defined by regulations and policies.
- Must pass Passenger Assistance Training (PAT) if driving agency vehicles (if applicable).
- Must pass, obtain, and maintain the Home & Community Support Professional Certificate through the Indiana Family & Social Services Administration.
- This position does not pass any medications.
- Must complete and pass any trainings as specified by the agency.

Physical Demands

- Ability to lift at least 50 pounds.
- Ability to do daily standing, bending, and lifting.
- Ability to sit for long periods of time.
- Ability to secure wheelchairs in accessible vehicles.

Other Competencies (skills, abilities, behavior) - The successful candidate:

- Manages diverse relationships;
- Is action oriented;
- Demonstrates the ability to communicate adequately in English in order to complete required forms and reports of provided services and follow oral and written instructions;
- Possesses basic math skills;
- Demonstrates the ability to provide services to individuals referred to the program by Vocational Rehabilitation Services;
- Demonstrates the willingness to accept supervision and to work and communicate effectively with individuals, parents, guardians, co-workers, representatives of the community and other services providers:
- Demonstrates an interest in and empathy for individuals;
- Must be punctual, plan ahead, problem solve, and work as a team;
- Must have the ability and willingness to successfully complete and apply training;
- Must have flexibility with respect to hours of work, location, and changing conditions;
- Must possess analytical skills, have the ability to creatively approach problem solving, have good moral character, have maturity and the ability to work independently, have respect for differences in people and have the ability to value and support each person's desires;
- Embraces the mission and vision and guiding principles of the agency;
- Maintains absolute confidentiality in regards to people serviced and their documentation;
- Demonstrates leadership qualities, with good management and organizational skills, including an ability to work collaboratively and develop the skills of others;
- Is proficient in computer skills, including the Microsoft Office Suite.

kc102015; Reviewed by the Employment Specialist, Executive Director and Board of Directors, April 2016. Revised by the Executive Director November 8, 2016. Revised by the CEO February 13, 2020. Revised by the CEO, May 7, 2021. The Physical Demands section was also revised as required by the Indiana Department of Transportation 5310 Program Review Final Report dated December 27, 2021 by the CEO. Reviewed and revised to include additional essential job functions by the Job Coach/Job Developer and the CEO, February 3, 2022. Revised the CEO March 23, 2022 to include reporting also to the Strategic Program Manager and to add support of HCBS waiver individuals. Revised by the Employment Manager and Community Career Director April 20, 2023 to reflect agency transformation activities. Reviewed by the CEO and presented to the Board, May 2023. Revised by CEO 1/30/2025 to reflect no longer requiring high school diploma/GED & addition of PAT training. Updated by CEO 07/30/2025 to add requirement of HCSP certificate, trainings specified by the agency, and PAT training as applicable. Revised by the CEO November 2026 to reflect this position does not pass medications to align with the new requirement of the Home & Community Support Professional Medication Administration (MedAdmin) training. Reviewed by ESM & CEO 11/3/2026 with minor changes but better aligned with employment services manager for non-manager duties and format.

The Arc Noble County Foundations

Job Description

Position: Employment Services Manager

Supervisor: Chief Executive Officer

Qualifications: The Employment Services Manager shall have a bachelor's degree in a related human services area and a minimum of two years of related experience **or** 6 years of experience in a relevant position or education and experience as dictated by regulations.

Job Summary: The Employment Services Manager will manage the development and growth of The Arc Noble County Foundation's employment services program and will manage ongoing service provision. The Employment Services Manager will work with Vocational Rehabilitation Services to assess individuals who are referred to employment services in order to develop an employment plan which assists the individual to seek and secure employment and then to maintain that employment. The Employment Services Manager may supervise other employment services personnel, such as an employment specialist and a job coach/job developer.

Essential Job Functions: The Employment Services Manager will:

- Coordinate service provision with Vocational Rehabilitation Services and the local VR counselors and coordinators;
- Strive to provide services to each referred individual which may include, but not limited to, vocational assessment and formulation of an individualized employment plan which assists the individual to seek and secure and then to maintain their employment objective.
- Provides job readiness skill development;
- Accurately and within prescribed time constraints documents or ensures accurate and timely documentation of provision of services;
- Accurately and within prescribed time constraints documents or ensures accurate and timely documentation of billing for those provision of services;
- Educates the local communities and specific employers about available services and applicants;
- Develop job sites and jobs for individuals;
- Provides job coaching as outlined in the employment plan;
- Coordinate liaisons and partnerships with internal programs and with external programs, agencies, and individuals in order to secure services to assist individuals to seek, secure and maintain employment;
- Ensure current applicable state licensing and certification rules and regulations, accreditation requirements and agency policies and procedures are followed;
- Know and understand relevant professional and ethical guidelines;

- Manage, and implement program budgets; provide input for budget development; ensure programs stay within allocated budget, follow policies and procedures for purchasing;
- Assist in planning, proposing, development and implementing new policies and procedures, activities and endeavors for the Employment Services Program;
- Participate in internal quality reviews or external reviews by various entities and regulatory agencies. Develop a plan of accomplishment in response to reviews and surveys and ensures compliance to regulations;
- Serve on various committees as needed;
- Ensure each staff and individual's health and safety by following health and safety guidelines;
- Assist individuals to remain healthy and safe;
- Oversee and provide staff training and supervision to ensure that staff provides quality services according to current best practice, regulations and the agency' s policies and procedures;
- Manage personnel by interviewing, hiring, evaluating, supervising, and helping to develop the most qualified individuals to work in the employment services program;
- Provide effective and efficient scheduling of staff to meet the needs of each program participant;
- Provides staff assistance as needed;
- Assist with HCBS services as needed;
- Work irregular hours (if necessary) to accomplish workload; and
- Complete additional duties as assigned.

Education and/or Experience

- Bachelor's degree in a related human services area with two years' experience **or** 6 years of experience in a relevant position or education and experience as dictated by regulations.
- Experience working with individuals with disabilities would be valuable.
- Supervisory experience preferred

Certificates, Licenses or Registrations

- As applicable, must possess a valid driver's license and good driving record as defined by the agency's policies.
- Must have access to a vehicle in sound operating condition and proof of current auto insurance.
- Must have clear background checks and certifications as defined by regulations and policies.
- Must pass Passenger Assistance Training (PAT) if driving agency vehicles (if applicable).
- Must pass, obtain, and maintain the Home & Community Support Professional Certificate through the Indiana Family & Social Services Administration.
- This position does <u>not</u> pass any medications.
- Must complete and pass any trainings as specified by the agency.

Physical Demands

- Ability to lift at least 50 pounds.
- Ability to do daily standing, bending, and lifting.
- Ability to sit for long periods of time, and
- Ability to secure wheelchairs in accessible vehicles.

Other Competencies (skills, abilities, behavior) - The successful candidate:

- Manages diverse relationships;
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- Possesses basic math skills;
- Demonstrates the ability to provide services to individuals referred to the program by Vocational Rehabilitation Services;
- Demonstrates the willingness to accept supervision and to work and communicate effectively with individuals, parents, guardians, co-workers, representatives of the community and other services providers:
- Demonstrates an interest in and empathy for individuals;
- Must have the ability and willingness to successfully complete and apply training;
- Must be punctual, plan ahead, problem solve, and work as a team;
- Must have flexibility with respect to hours of work and changing conditions;
- Must possess analytical skills, have the ability to creatively approach problem solving, have good moral character, have maturity and the ability to work independently, have respect for differences in people and have the ability to value and support each person's desires;
- Embraces the mission and vision and guiding principles of the agency;
- Maintains absolute confidentiality in regards to people serviced and their documentation;
- Demonstrates leadership qualities, with good management and organizational skills, including an ability to work collaboratively and develop the skills of others;
- Is proficient in computer skills, including the Microsoft Office Suite.

1/28/2015; Reviewed by the Employment Specialist, Executive Director and Board of Directors, April 2016. 2/5/2019, reviewed and revised by the CEO and Employment Services Manager. 2/12/2019 Reviewed by the Board of Directors. Revised 9/1/2020 to include health, safety and COVID-19 considerations by the CEO. The Physical Demands section was also revised as required by the Indiana Department of Transportation 5310 Program Review Final Report dated December 27, 2021 by the CEO. Reviewed by the CEO with minor revisions, December 2023. Revised by CEO 1/30/2025 to reflect addition of PAT training and experience working with individuals with disabilities. Updated by CEO 07/30/2025 to add requirement of HCSP certificate, trainings specified by the agency, and PAT training as applicable. Revised by the CEO July 2026 to reflect this position does not pass medications to align with the new requirement of the Home & Community Support Professional Medication Administration (MedAdmin) training and remove BINS Laison, presented to the Board August 2026. Reviewed by ESM & CEO 11/3/2026 with no changes.