

Coastline Services Job Description
**Support Coach (Part-Time/Full-
Time) \$20.00-\$22.00/Hour**

Position Requirements:

High School diploma or GED, valid California Driver's License, maintains current automobile insurance, maintains access to a vehicle to/from work and to transport individuals throughout scheduled shifts, DMV driving history report, maintains first aid and CPR certifications, physically lift and carry up to 25-pound items, *(unless imposed by a physician in writing)*, maintains a negative alcohol/drug screening in accordance with California law *(if applicable)*, clears/maintains Department of Justice clearance, continued ability to meet the requirements of job description/duties, continued ability to meet the scheduling availability needs for persons served and the company, and attend on-going assigned meetings, trainings, and growth development.

Position Responsibilities May Include but Not Limited To:

- Follows Coastline Service's mission, values, beliefs, policies, procedures, and quality of service expectations, complies with all regulations as a "**Personal Attendant**", as that term is defined in California Industrial Welfare Commission Order No. 15-2001. *SAGE's services are **NOT** medical/nursing/home-health/caregiving services and all employees are required to always stay within their scope of responsibilities.*
- Provides 1 or more individuals in their homes and the community with support, training, teaching, and empowerment for skill building, maintaining learned skills, and meeting individualized goals determined by the planning team and Individualized Program Plan (IPP), using a person-centered approach, as Personal Attendants defined by California Industrial Welfare Commission Order No. 15-2001.
- **Medication Support:** Training, support, reminders, refills, pharmacy pick up/drop off, medication changes, documentation, and communication.
- **Appointments and Schedules:** Creating meaningful schedules promoting what is important to/for the person served, locating, monthly review of the newsletter, review and sign up of monthly activities, attending classes/events/activities, creating community connections. Scheduling, attending, completing documentation, following up for appointments.
- **Money Management:** Training, support, reminders, creating/implementing financial budgets, paying bills, banking, checking mail.
- **Health and Wellness:** Personal hygiene/grooming *(which may include bathing, toileting, changing, dressing, oral hygiene)*, promoting dignity, confidence, and respect for appearances/cleanliness, minor lifting/transferring with adaptive and safety equipment, grocery shopping, meal planning, meal preparation, cooking, safety/emergency skills, cleaning, organizing, laundry, technology, soft skills training, transportation, mobility training/utilizing public transportation, and following behavioral intervention plans/protocols, supports, and collaborates with the clinical team to best support persons served who experience behavioral/medical challenges which may include but is not limited to self-injurious behaviors, property destruction, verbal aggression, and/or physical aggression.
- **Overnight Support:** Generally, 10:00pm-8:00am to ensure health, safety, and stability. Overnight shifts are **always** awake when the person served is awake and able to be asleep if the person served is asleep during the overnight hours and without need for support to ensure all the individualized needs are met. Overnight shift responsibilities may include but are not limited to the support provided during the daytime shifts.
- **Documentation and Deadlines:** Checking schedules daily through the online system, completing daily shift notes/comments, ensuring time worked is accurate, clocking in/out of daily scheduled shifts, tracking, summarizing goals through data collection, communicating information, refilling necessary paperwork/supplies for worksites, following directives, following all mandated reporting requirements, maintaining strict confidentiality/privacy always, and completing required documentation on time for service delivery and employment, meeting all company deadlines on time by the designated deadline.

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- **Training and Professionalism:** Training, reviewing, supporting, and modeling job duties, routines, preferences with new employees, following training guides. Attending, leading, participating and representing the company for scheduled trainings, meetings, assigned or reassigned shifts. Working collaboratively with funding agencies, parents/care providers, community members/neighbors, co-workers/peers, and management by following directives within their job duties, maintaining communication, using a team approach, taking initiative, problem solving, being open to training/support/feedback/suggestions/corrective actions/performance evaluations, and maintaining a consistent positive, productive, and professional attitude.

Standard Schedule/Expectations: Coastline Services operates throughout Santa Barbara County, California and is open/providing service 24 hours per day, 7 days a week, including evenings, weekends, and holidays. The Support Coach position's weekly schedule is subject to change weekly, based on scheduling needs of person served and within employee's designated availability with The Company. Schedules may change within the week depending on shift openings, reassignments, changes, and/or cancellations, which employees are required to comply with if the changes occur within their work week schedule. Full-time employment is classified as 30 or more hours per week Mondays 12:00am-Sundays 11:59pm. Weekly overtime accrued after the 40th hour of work is only made available to full-time employees, out of Company necessity approved by an authorized team member and will not be approved otherwise. Employees are prohibited from altering their schedules in any way or working overtime without prior approval from an authorized team member. The Company is supportive of employee's having secondary employment and educational obligations; however, their availabilities must still meet the needs of the role hired to fulfill and not conflict with their current work schedules or be a conflict of interest with whom they are scheduled to support. Excessive requests for time off, requests to change employee availability, cities they provide services in throughout Santa Barbara, and/or access to reliable transportation after hire could result in a status change or separation from the company if it is unable to be accommodated. Support Coaches are scheduled based on matching to meet the person served needs and may include all aspects of the job description above. The Support Coach position is 100% in person as scheduled and remote work is not available through this role.

I have read and understand the job requirements, responsibilities, and expectations set forth in the job description provided for my position of Support Coach. I attest that I can perform the essential job functions as outlined with or without any reasonable accommodations. I further understand failure to comply with job requirements, responsibilities, and expectations set forth in the job description will result in corrective action(s), including possible employment termination.

Employee Name: _____

Employee Signature: _____

Date: _____

Management Name: _____

Management Signature: _____

Date: _____