



## OPPORTUNITY

**Job Title:**

**COACH**

**Exempt, Level 16**

**Job Summary:** The Coach serves as a trainer, supervisor, mentor and advocate for a team of Personal Agents, and a Team Assistant providing supports to individuals with developmental disabilities. The essential function of the position is to facilitate the effective and efficient planning and implementation of the principles of Person-Centered Planning and Self-Determination in the lives of people supported by the agency.

**Reporting Relationship:** Reports to the Deputy Operations Director

**Essential Duties and Responsibilities:** Reviews the Personal Plans developed by Planning Specialists under his/her supervision, and provides training and guidance to Personal Agents in the development and implementation of plans. Assists with building circles of friends, and provides training and guidance to Personal Agents in developing circle building skills. Assists in eliciting dreams/Real Life Quality Standards (RLQS), and developing strategies to support dreams/RLQS (both logistically and financially). Trains and supports Personal Agents in development of best practice guidelines and methods of identification and targeting of actions which lead to the fulfillment of dreams/RLQS. Ensures development of an individual budget for each person supported. Trains and supports Personal Agents in the development and implementation of budgeting and budget development skills. Reviews and provides feedback on all Team budgets prior to submission to the Operations Director. Trains and supports Personal Agents in developing meeting facilitation and negotiation skills. Participates on the Coach Leadership Meeting. Participates in the Living Lifestyles Committee meetings. Monitors Team budgets and individual budgets via revenue and expense reports and finance tracking tools which include historical, current and projected budget information. Participates in Agency Committees and planning groups specific to systems development. Completes all mandatory management training courses and participates in all other recommended training courses. Works collaboratively with other traditional support systems to develop new methods of service delivery. Serves as the On-Call person for the agency, on a rotation basis. Participates in the interview process for Personal Agents and Team Assistants. Participates on interview panels for new staff and makes hiring recommendations. Trains and mentors new staff regarding job expectations. Provides ongoing training of Personal Agents both in the office and in the field. Schedules and facilitates, at least, monthly staff meetings. Conducts routine training regarding agency expectations with Personal Agents and Team Assistants. Provides leadership and direction to CLS staff and Network Providers, reinforcing organizational principles and setting the tone and expectation for service delivery. Meets with administrative level staff to ensure effective means of continuing quality services and addressing specific problem areas. Participates in the development and implementation of policies and procedures. Performs Supervisory Field Reviews and follows up on any Plans of Correction as applicable. Assures the timely submission of Personal Plans, Journal Notes, and other job specific documentation. Uses computer and database programs to complete all reports and documentation. Completes required reports and summaries of services per funding source mandates. Evaluates employee job performance. Maintains confidentiality of consumer and agency information. Works adjusted hours as needed. Performs special projects and other duties as assigned by supervisor. *Must support and cooperate with the Equal Employment Opportunity (EEO) Program.*



**OPPORTUNITY**

COACH Job Posting, page two

**Qualifications and Requirements:** Travel is required in executing duties and responsibilities of this position. Employees are expected to provide their own transportation. Maintenance of a valid driver's license, an acceptable driving record, and vehicle insurance in compliance with State of Michigan requirements are all continuing conditions of employment. If driving a vehicle other than the one listed on file with the Human Resources Department, employee is responsible for ensuring that the vehicle is registered, insured and meets all other State of Michigan motor vehicle requirements and providing documentation as requested. Use of an alternative driver is prohibited.

**Education:** Minimum of a Bachelors Degree in Human Services area, and current, valid State of Michigan Bachelor's level Social Work License (LBSW); Master's level Social Work License(LMSW) preferred.

**Experience:** Minimum of three years experience in case management focused work in the social work field; previous supervisory and/or management experience preferred. Must meet QMRP criteria and possess one year previous working directly with persons with persons with developmental disabilities.

**Special Knowledge:** Ability to communicate effectively and establish positive professional relationships. Negotiation and meeting facilitation skills required. Computer skills required, including word processing, spreadsheets, flowcharts, and use of internal and external e-mail. Knowledge of FoxPro and Microsoft systems. Demonstrated experience in applying the principles of Person-Centered Planning and Self-Determination to a traditional case management model. Demonstrated experience with committee tasks and systems development preferred.

**Closing Date:**           **OPEN**

**Resumes to:** Human Resources Department  
Community Living Services, Inc.  
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Wayne, MI 48184-1687  
FAX: (734) 467-7636