



## Job Announcement

**POSTING DATE:** February 22, 2017  
**POSITION:** Job Coach  
**PROGRAM:** UPAC Noble Works/ Ramp Up 2 Work Program  
**START DATE:** Immediately  
**HOURS:** 40 hours/week Full-time  
**STATUS:** Non-Exempt  
**SALARY:** Commensurate with experience

### **BACKGROUND:**

The UPAC Noble Works/ Ramp Up 2 Work Program is funded through a contract with San Diego County Health and Human Services Agency, Behavioral Health Division. The program operates a countywide program that engages and retains employment opportunities for Transition Age Youth (TAY) and Adult and Older Adult (AOA) individuals with severe mental illness in the behavioral health system through an enhanced array of supported and competitive employment options. The Noble Works/ Ramp Up 2 Work program provides support to participants in obtaining employment and starting a business. The Noble Works/ Ramp Up 2 Work program also links participants to the COMP TIA A+ IT Certification course for interested participants.

### **SUMMARY**

This position provides services countywide to participants who are seeking employment and/or assistance with starting up a business. Job Coaches must be willing to provide office-based and field-based services throughout the County of San Diego for providing support to program participants, including support to participants post-hire and for outreach to businesses.

### **DUTIES AND RESPONSIBILITIES:**

- Under the supervision of the Program Manager, the Job Coach will assist the Employment Specialist in conducting job searches, resume writing and interview preparation
- Provide support and training to participants for supported employment preparation
- Provide mock interviews and go with participants to interviews
- Educate participants about public transportation routes, and may provide transportation to participants for interviews if needed
- Facilitate a biweekly employment preparation classes to help participants build confidence to reach their employment goals
- Facilitate a biweekly support group for participants who are employed or need ongoing support
- Provide case management and linkage to community resources as needed
- Help in problem solving to work with the participant's supervisor when needed
- Meet regularly with program participants post-hire to provide peer support, and address any general employment concerns
- Link hired participants to additional job-skill related trainings as needed
- Provide resources for wellness and other skills post-hire
- Provide support to participants who wish to start their own businesses
- Collaborate closely with assigned mental health providers for ongoing coordination of care
- Provides some on-site job coaching, as well as job-coaching via telephone whenever participant has any concerns on the job.
- Coordinate with program mentor coordinator to help match and support participants with mentors

- Attend the San Diego Job Developer network and other networking events
- Actively spends at least 5-8 hours per week in developing and maintaining relationships with employers who are willing to hire new employees thru competitive employment or subsidized employment and coordinate with program Mental Health Educator to further develop relationships with employers
- Develop and continually update resource list of potential employers who are willing to hire program participants
- Conduct community outreach to service providers
- Provide timely and accurate documentation of all services provided
- Complete monthly reports as required
- Attends staff meetings on a weekly basis, or as scheduled
- Attends employment meetings and/or trainings within UPAC, and the San Diego County mental health services community
- Other duties as assigned by Program Manager

**QUALIFICATIONS:**

- High School degree or equivalent
- Working knowledge of a broad range of occupations and jobs
- Ability to identify participants' interests, strengths, skills, abilities, and unique set of challenges to match them with jobs
- Must have lived experience of recovery as an individual with mental health challenges
- General knowledge of the practice of psychotherapy and the principles and practices of community mental health
- Have a positive attitude to inspire others to obtain and retain employment
- Demonstrated ability to work well with others
- Understanding of and commitment to the psychosocial rehabilitation model of psychiatric rehabilitation services, and a strong belief in empowering participants towards recovery
- Demonstrate leadership skills; responsible, mature, self-motivated and able to lead and inspire others
- Excellent interpersonal and customer service skills, including cultural competency in working with people of various cultural and economic backgrounds
- Must have own transportation, valid California Driver's license and comprehensive automobile insurance coverage
- Will not be debarred or excluded from participation in Federal programs by the General Services Administration and/or the Department of Health and Human Services of the Inspector General
- If bilingual, must demonstrate oral and written fluency in native language and English

**Preference points for the following:**

- Bilingual/Bicultural in Spanish
- Experience working in a mental health setting
- Experience working with supported employment model

**Mail, Fax or Email Resume to:      UPAC Human Resources Department  
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San Diego, CA 92102**

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