



Job Title: Job-Coach & Retail Associate

Hourly: 15.38/hour

Classification: Part Time

Expected Schedule: Fri-Sun weekends required; local travel required

Expected Hours: arranged with your supervisor

Reports to: Employment Services Manager

Summary: This part-time position is responsible for providing direct services and maintaining accurate documentation within the We Care Arts (WCA) Employment First-aligned Employment Services Program. Primary responsibilities include delivering individualized job coaching focused on job skill acquisition and reinforcement while supporting the daily operations of the WCA Gift Shop. Retail responsibilities include customer service, sales transactions, merchandising, inventory management, product displays, and maintaining an organized, welcoming shopping environment. The position also collaborates with other WCA personnel to support merchandising initiatives, inventory management, and community events that promote the growth of WCA gift shop operations. Duties are performed primarily at the WCA Gift Shop, with occasional meetings and training held at the WCA main office. This role plays an important part in creating a consistent, supportive work environment for program participants while contributing to the success and growth of WCA retail operations.

Key Job Coach Responsibilities

- Implement job training curriculum working with sales associate clients
- Consistently reviewing ISP to ensure that you are on top of sales associate client needs
- Follow all updated CDC, Montgomery County Public Health, and WCA-specific cleaning and safety guidelines
- Guide and encourage the sales associate client's work and behavior to maintain a professional environment
- Train and work with volunteers (as available) to maintain consistent WCA experience
- Consistently use last 15 minutes of each shift to update that day's client notes in Brittco and assure that all documentation is up to date
- Report and submit all initial documentation for Unexpected Incident (UI) within 24 hours of the incident following all WCA procedural protocols
- Report and submit all initial documentation for Major Unexpected Incident (MUI) within 4 hours of the incident following all WCA procedural protocols

Support Activities, Data Collection, and File Maintenance

- Participate in trainings (may be virtual) and professional development seminars as requested
- Ensure all maintained records are submitted in a timely manner
- Attend a quarterly meeting with your supervisor to update the client performance reviews
- Create progress notes on clients following WCA format and submit them weekly for review utilizing Brittco Reports
- Coordinate with supervisor to establish, review, and oversee goals for each sales associate client and document regularly as instructed to ensure successful program effectiveness tracking (and billing as appropriate)
- Assist with training and onboarding of new job coaches, and sales associate-clients
- Maintain up-to-date, accurate and detailed confidential records on each client utilizing WCA procedures
- Additional assigned duties including but not limited to CARF survey preparation
- Provide excellent customer service by greeting customers, answering questions, and creating a welcoming shopping experience
- Operate the point-of-sale (POS) system, process sales transactions, and accurately handle cash and credit card payments
- Maintain an organized, clean, and visually appealing sales floor through merchandising, restocking, and product displays



Job Title: Job-Coach & Retail Associate

Hourly: 15.38/hour

Classification: Part Time

Expected Schedule: Fri-Sun weekends required; local travel required

Expected Hours: arranged with your supervisor

Reports to: Employment Services Manager

- Assist with inventory management, including receiving, pricing, stocking, and organizing merchandise

Competencies:

- Proactive, self-motivated nature
- Turn in reports in a timely manner
- Teaching and classroom management experience
- Ability to work on a provided timeline and meet deadlines
- Inclusive with a passion for working with people with varying abilities
- Ability to adapt coaching skills to accommodate special circumstances
- Strong communication (oral and written) and collaboration background
- Ability to work with people from diverse economic and cultural backgrounds
- Retail experience and customer service experience with excellent problem-solving skills
- Comfortable with Office 365, YouTube, and video creation, as well as online presentation tools

Benefits: as defined by Employee Handbook

Work Environment:

We Care Arts is a diverse and inclusive community. It operates in a variety of environments that includes a professional office, classroom, retail, and virtual environments. This role routinely uses standard office equipment such as laptop computers and various digital devices.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The ideal candidate must be able to complete all physical requirements of the job with or without reasonable accommodation. While performing the duties of this job, the employee is regularly required to talk and hear. They may be required to learn specialized equipment to facilitate the teaching and production of artwork by our artists. They must be able to work on a computer for extended parts of the day, as well as maneuver throughout the We Care Arts campus. This would require the ability to lift files, open filing cabinets, and bend to pick up objects weighing up to 25 pounds to move within the We Care Arts facilities.

About We Care Arts:

Mission: We empower healing through art and community. Vision: A future where people with diverse abilities can achieve their full potential and feel embraced by an inclusive society. As a 501c3 organization with 40+ years of experience, We Care Arts increases confidence and artistic skill in a variety of individuals with developmental disabilities, substance use disorders, and mental health diagnoses. We bring our mission to life via our ArtWORKS classes which are offered at the Berkeley Center Studio Campus, virtually, in high school Transition to Work classes, as well as through community partnership contracts and Employment Services. For more information visit www.wecarearts.org 3035 Wilmington Pike, Kettering, OH, 45429 (937)252-3937.