



COUNTY OF SUMMIT, OHIO

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## Caregiver Coach - Northeast Ohio Regional Training Center

Below you will find the details for the position including any supplementary documentation and questions you should review before applying for this position, please click the **Apply for this Job** link/button.

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### Position Details

#### Job Information

<b>Appointing Authority</b>	Summit County Children Services
<b>Department/Division</b>	Children Services
<b>Full Time/Part Time</b>	Full Time
<b>Regular/Temporary</b>	Regular
<b>Work Schedule</b>	Monday-Friday, 9am-5pm Evening and weekend work required.

Reporting directly to the Department Director, Professional Development & Training, the NEORTC Caregiver Coach coordinates coaching for foster caregivers within the fourteen (14) county Northeast Ohio (NEO) region. Coach uses specific strategies to help learners improve performance and contribute to improved agency outcomes. The coaching relationship is formal, time-limited and focused on specific skill development. Seven coaching strategies include: (1) Establishing the coaching relationship; (2) Co-creating the coaching relationship; (3) Observing and analyzing; (4) Creating the learning environment; (5) Facilitating the learning; (6) Monitoring and following up; (7) Documenting and rewarding.

The NEORTC Caregiver Coach is committed to practicing cultural competence by working respectfully and effectively with diverse cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities in a manner that respects and preserves the dignity of all. The NEORTC Caregiver Coach commits to adhere to these values at all times. The NEORTC Caregiver Coach will ensure that the coaching activity is respectful of the diverse backgrounds and promotes diversity competence.

**Qualifications**  
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**  
Bachelor's degree in Social Work, Family Life Education or Human Services related field required. Background knowledge of foster care responsibilities and challenges facing foster, adoptive and kinship caregivers (lived experience) required. Two (2) years' experience in adult education or training/coaching, program development and design preferred. Five (5) years' experience in a Child Welfare agency or five (5) years' experience as a foster or adoptive parent (12 months) and recommendation from current or previous licensing agency preferred.

**Social Work Knowledge Base**  
Must have knowledge and skill in the following areas: Child Development, Family Systems Theory, Crisis Intervention, Child Abuse and Substance Abuse Issues. Must have working knowledge of risk assessment and child abuse/neglect.

**Supervisory Responsibilities**  
This position has no supervisory responsibilities.

**Preferred Qualifications**

**Pre-Employment Testing Requirements** Criminal Background Check, Pre-employment Drug and Alcohol Testing

**Work Environment**

**Physical Demands**

**Licensing/Certification**

**Additional Information**  
**Other Qualifications**  
Incumbent is required to travel to/from Agency meetings within the County and State as directed by the Executive Director, and as required for job duties. Travel requires the use of a vehicle insured in the incumbent's name. Personal vehicles must be in good working order and appropriately accommodate passengers. Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times. Incumbent must adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.

#### Job Duties

**Job Duty Name** Essential Job Duties and Responsibilities

**Description of Job Duty** **Essential Duties and Responsibilities include the following.**

- Conducts ongoing assessment of coaching and training needs for caregivers in the fourteen (14) counties serve by the Northeast Ohio Regional Training Center (NEORTC).
- Provides in-person individual or small group coaching to caregivers according to developed and established program needs. Locates appropriate coaches for skill areas not within coaches' expertise or capacity; Schedules coaching according to caregiver availability which could include evening and weekend sessions.
- Monitors and documents coaching performance by established guidelines throughout coaching event and provides feedback to NEORTC Director and stakeholders.
- Performs and/or reviews needs assessment data to determine coaching needs and plans; assesses agency (or community) coaching needs; Implements coaching; Meets regularly with county liaisons to assess coaching needs; participate in annual coaching needs assessment.
- Maintains files and documentation of coaching for entry into Learning Management System (LMS) and/or Sharepoint and assists the NEORTC Director with Trainer/Coach Payment as it relates to coaching activities.

- Provides all forms and feedback to counties and coached individuals. Maintains coaching files assuring data and accurate in CAPS and other Data Files; Assures accuracy in entry and validation through LMS, data checks a
- Promotes preservice activities and have knowledge of the preservice curriculum so that as the need arises the
- support preservice trainings for counties; Attends all required Training of Trainers (TOTs) and Training on Conten
- Assists NEORTC Director in developing, maintaining, and evaluating caregiver coaching program and meeting R
- Collaborates with other regional OCWTP caregiver coaches to ensure consistency.
- Attends meetings, as invited, to support collaboration with OCWTP and county partners to provide plan to build caregivers.
- Assists in the development of the coaching program, including coaching assignments in other regions as neces preservice training as needed.
- Maintains positive public relations with constituent county agencies through ongoing contact and site visits as r by the Department Director and/or chain of command.
- Participate in the recruitment, development and support of trainers who train in areas identified as a need for c and/or adoptive parents.
- Identifies and collaborates with trainers to develop workshops to meet identified training needs; Submits works the OCWTP approval process.
- Represents NEORTC at the Regional Training Center (RTC) Director's meetings and Ohio Child Welfare Training I Committee as assigned by the Department Director and/or chain of command; Represents NEORTC on various sl assigned by Department Director and/or chain of command.
- Works in the OCWTP learning management system (LMS) to register guests, close caregiver training sessions a county liaisons and foster caregivers with LMS issues; Updates caregiver information including adding new staff, changes, promotions, etc.
- Assists the Department Director, Professional Development & Training with administrative activities related to ti department.
- Attends trainings as identified by the chain of command; Maintains professional and technical knowledge by att workshops; Reviews professional publications; establishes personal networks; participates in professional societi
- Participates in agency wide and community initiatives which support the overall mission of the agency; Particip committees where applicable/appropriate.
- Attends and participates in supervision meetings as established by the employee's chain of command and base employee/workload; Attends and participates in all agency meetings including unit, department, division, and all
- Adheres to all agency policies and procedures, including but not limited to the agency's Professional Ethics and

**Job Duty Name**

Core Competencies

To perform this job successfully, an individual must demonstrate the following competencies:

1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure.
2. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarificati questions; Demonstrates group presentation skills; Participates in meetings. Writes clearly and informatively; Ed grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret wri
3. Customer Service – Manages difficult or emotional client and employee situations; Responds promptly to clien Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments
4. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; / appointments on time. Follows instructions, responds to management direction; Takes responsibility for own acti Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate p plan; Follows through on commitments.
5. Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; edu of diversity; promotes a harassment-free environment; Builds a diverse workforce.
6. Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity an organizational values; Treats others with respect and consideration regardless of their status or position; Accept actions.
7. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
8. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates sugg work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' e
9. Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others wit emotions under control; Remains open to others' ideas and tries new things; Approaches others in a tactful man
10. Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Meas of excellence; Takes calculated risks to accomplish goals.
11. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resourc objectives; Organizes or schedules staff and their tasks; Develops realistic action plans.
12. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information sk alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emoti
13. Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on ti organization's goals and values; Benefits organization through outside activities; Supports affirmative action and
14. Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guide unsafe conditions; Uses equipment and materials properly.
15. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build commitments to goals and objectives; Supports everyone's efforts to succeed.
16. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monito quality.
17. Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

**Description of Job Duty**

**Requisition Details**

Requisition Details

<b>Requisition Number</b>	C/U - 1422023-P
<b>Working Title</b>	Caregiver Coach - Northeast Ohio Regional Training Center
<b>Posting Type</b>	External/Public Posting
<b>Number of Vacancies</b>	1
<b>Advertised Salary</b>	\$27.58 Per Hour Minimum
<b>Open Date</b>	09/13/2023
<b>Close Date</b>	09/29/2023
<b>Open Until Filled</b>	No
<b>Special Instructions Summary</b>	

**Supplemental Questions**

Required fields are indicated with an asterisk (\*).

1. \* Do you possess a Bachelor's degree in Social Work, Family Life Education or a Human Services related field?
  - Yes
  - No
2. \* Do you have two (2) years' experience in adult education or training/coaching, program development and design?
  - Yes
  - No
3. \* Do you have Five (5) years' experience in a Child Welfare agency or five (5) years' experience as a foster or adoptive parent (within the
  - Yes
  - No
4. \* Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If (Open Ended Question)
5. \* Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relation "No" (Open Ended Question)
6. \* Have you ever had any involvement with Summit County Children Services or any other child welfare system in any capacity? Please answer questions below and provide explanation if applicable. As a child? As an adult? As a caregiver/provider? Other? If yes, please provide relevant information including the State/County where involved (please note that SCCS will conduct a comprehensive Child Welfare Background Check to verify (Open Ended Question)
7. \* Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please provide explanations. If no, please enter "No" (Open Ended Question)
8. \* Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter (Open Ended Question)
9. \* What is your driver's license number? If you do not possess a driver's license, please enter "N/A". (Open Ended Question)
10. \* Do you have a State of Ohio and/or SACWIS identification number? If so, please provide below. (Open Ended Question)

### Documents Needed to Apply

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**Required Documents**

1. Resume
2. Cover Letter

**Optional Documents**

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