



Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

Visit shelterhouseiowa.org to learn more!

Position Title: Fresh Starts Job Coach

Position Summary: The Fresh Starts Job Coach is a full time evening position that oversees the operations of the Fresh Starts Janitorial team and provides training and behavioral health support to clients working directly on the Fresh Starts crew. Fresh Starts is a professional cleaning and janitorial service that offers full-service cleaning through a professionally trained, fully supervised janitorial cleaning crew that employs individuals working to rebuild their lives and are participating in our permanent supportive housing program. The Job Coach position is responsible for ensuring the quality of work done on contracted sites while providing direct training and behavioral health support to the clients working on the cleaning crew.

Reports To: Mental Health Recovery Manager

Key Responsibilities:

1. Provide vocational direction and direct support to clients on the Fresh Starts janitorial crew while on contracted sites.
2. Ensure Shelter House fulfills all janitorial service contract obligations.
3. Conduct job training and skill development for clients on the janitorial crew.
4. Order cleaning supplies and applicable equipment necessary.
5. Create the weekly staffing schedule.
6. Transport clients to and from work sites.

Other Responsibilities:

1. Carry a cell phone while on duty and respond in a timely fashion to requests.
2. Maintain all required documentation, including client files, timesheets, and all internal communication to other agency programs.
3. Other duties as assigned.

Position Qualifications:

1. Minimum of one year direct care experience with persons with mental illness or developmental disabilities.
2. Ability to act responsibly in a crisis, deescalate situations when necessary and use good judgment.
3. Keen attention to detail.
4. Proficiency in Microsoft PC and Windows applications.
5. Good written, verbal, and interpersonal communication skills.
6. Possess a valid driver's license, safe driving record, and reliable transportation to get to and from work shifts.
7. High School Diploma, GED or equivalent.

Compensation: Commensurate with experience. The Fresh Starts Job Coach is an hourly full-time position with health, dental, paid leave and retirement plan benefits.

Interested applicants should send their resume, a cover letter directed to Erin Sullivan and a list of three references to HR-staff@shelterhouseiowa.org. Applications will be accepted until the position is filled. Shelter House is an Equal Opportunity Employer.