



1305 Del Norte Rd.  
Camarillo, CA 93010  
(805) 654-9814  
[www.sageservices.org](http://www.sageservices.org)

## **SAGE Services Job Description** **Support Team Trainer (Part-Time/Full-Time)** **\$18.50/Hour**

*This job description is intended to provide a general overview of the requirements, responsibilities, and expectations for the position of Support Team Trainer. It does not constitute a contract of employment, either express or implied, and does not guarantee employment for any specific duration. Employment with Service to Achieve Growth and Empower, Inc. dba SAGE Services, dba Coastline Services is at-will, meaning that either the employee or the company may terminate the employment relationship at any time, with or without cause or notice. The company reserves the right to modify or amend this job description and related policies at any time, with or without notice, to meet legal requirements and the needs of The Company. SAGE Services is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other legally protected status. All employment decisions are made based on qualifications, merit, and business needs.*

**Required Employment Qualifications:** High School diploma or GED, relevant experience (*paid or unpaid*) or education (*e.g. supported/independent living services, day program, behavioral programs, direct care, or a related field, particularly working with individuals with developmental disabilities or other vulnerable populations*), ability to physically lift and carry items weighing up to 25 pounds, capability for frequent standing, walking, lifting using adaptive equipment, bending/stooping, using flights of stairs, and performing other activities requiring sustained physical effort at least 45 minutes at a time.

**Conditions of Employment:** During on-boarding process, after employment acceptance of conditional offer letter, employees are required to provide the company with and/or maintain the following throughout employment: Valid I-9 documentation, DMV driving history report that meets company standards, valid California Driver's License, active automobile insurance, access to a reliable vehicle for commuting to/from work and for transporting individuals during scheduled shifts, required trainings for employment (*e.g. First Aid/CPR, workplace violence prevention, sexual harassment, etc.*), negative alcohol/drug screening result in accordance with California law, Department of Justice (DOJ) background check clearance, ability to meet all job description duties and responsibilities, flexibility to meet the scheduling availability needs of persons served and the company, ongoing confidentiality, professionalism, adherence of all company policies/procedures/deadlines, effective communication, assigned meetings, trainings, and professional development activities to support growth and skill development as a positive and productive member of the team.

As a condition of employment, all employees must successfully pass a Department of Justice (DOJ) background check. Due to our contract with Tri-Counties Regional Center (TCRC) and the Department of Developmental Services (DDS), we are legally obligated to ensure that all staff members meet specific background standards. This requirement is in place to protect the vulnerable populations we serve and to comply with state regulations and our contractual obligations. All background checks will be conducted in compliance with California law, and results must meet the criteria outlined by TCRC and DDS for continued employment.

Any findings that do not meet these criteria, failure to comply with any of the conditions of employment or failure to complete the hiring requirements by the designated deadlines and expectations will result in immediate disqualification from employment consideration or, if already employed, may lead to immediate termination of employment. Compliance with these standards is a condition of employment and is critical to maintaining a safe and compliant workplace.



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Honesty and integrity are fundamental expectations for all employees. Any form of dishonesty or misrepresentation on hiring paperwork, applications, or any other documents submitted during the hiring process is strictly prohibited. This includes providing false information, omitting relevant details, or failing to disclose required information. Any instance of dishonesty or misrepresentation, whether discovered during the hiring process or at any time during employment, will result in immediate corrective action, up to and including termination of employment. Employees are expected to maintain transparency and truthfulness in all aspects of their professional conduct.

### **Employment Responsibilities May Include but Not Limited To:**

Follows SAGE Service's mission, values, beliefs, policies, procedures, and quality of service expectations, complies with all regulations as a **"Personal Attendant"**, as that term is defined in California Industrial Welfare Commission Order No. 15-2001. *SAGE's services are **NOT** medical/nursing/home-health/caregiving services, and all employees are required to always stay within their scope of responsibilities.*

**Level of Support:** Employees are expected to provide support to one or more individuals, as assigned, in their homes and the community. The level of support provided is personalized to everyone's needs, ensuring that support is tailored to the person's abilities, medical/behavioral, and preferences. Employees will be working directly with the person, providing hands-on training, teaching, and empowering them to participate in skill-building and maintaining learned skills. This support will focus on involving the person as much as possible, encouraging their active participation in meeting their goals as outlined in their Individualized Program Plan (IPP). The level of support may also require more hands-on assistance where you will be performing tasks for the person rather than with them. This approach is used when the individual may not be able to participate fully in the activity but still requires the support and training necessary to meet their goals and needs. As Personal Attendants under California Industrial Welfare Commission Order No. 15-2001, your role will always be centered on the person's individual needs, using a person-centered approach to ensure that the services provided are aligned with their personalized goals and preferences.

**Medication Support:** Employees are expected work collaboratively with all members of the team to provide medication training, support, reminders, refills, pharmacy pick up/drop off, medication changes, documentation, communication, and report any medication questions/errors/adverse reactions to the company immediately, per the medication policy and procedures, ensuring that medication support is tailored to the individual's specific needs and abilities. It is critical that employees maintain 100% accuracy with all medication responsibilities to ensure the safety and well-being of the individuals served, as even minor errors can have serious consequences, and all medication errors are reported to Tri-Counties Regional Center (TCRC) and the Department of Developmental Services (TCRC) through a Special Incident Report (SIR).

**Appointments and Schedules:** Employees are expected to work collaboratively with all members of the team to create meaningful schedules promoting what is important to/for the person served, locating new meaningful activities, monthly review of the newsletter, review and sign up of monthly activities, attending classes/events/activities on time and remaining professional, engaged, and role modeling with person served, the activities, and peers, and creating community connections. Employees are expected to support persons served in locating new physicians, scheduling, attending, following through with appointments, completing necessary documentation/follow ups and report any upcoming appointments or changes to the company.



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**Engagement:** Employees are expected to remain fully engaged with the individuals served throughout their shifts, meaning physically present and emotionally engaged. Employees are expected to be present, attentive, and focused on the needs and well-being of persons served always, refraining from any distractions, unless approved by management prior (*e.g. cell phones, tablets, laptops, music/gaming systems, any other personal distractions*). Employees are expected to maintain a line-of-sight approach with all persons served during scheduled shifts, if applicable. Employees are prohibited from leaving/disengaging a shift for any reason (*e.g. running personal errands, taking unauthorized breaks, smoking, waiting in your vehicle/outside without the person served*) outside of their scheduled time unless approved by management prior. Employees are expected to wait for another staff member to relieve them, if scheduled for relief (*e.g. person served with 24/7 support, shift exchange in community or by another service provider*). All interactions with persons served should follow a person-centered approach, prioritizing their preferences, needs, and goals. Employees are required to actively listen, observe, and respond to persons served in a manner that supports their independence, dignity, and quality of life. Maintaining this level of engagement ensures that the services provided are meaningful, effective, and tailored to everyone's unique needs.

**Money Management:** Employees are expected to work collaboratively with all members of the team to support persons served with training, support, reminders, creating/implementing financial budgets, paying bills, banking, and checking mail. Employees are always prohibited from borrowing/loaning/exchanging goods, services, items, or money with persons served/their families without prior authorization from management in writing and within company policy.

**Health and Wellness:** Employees are expected to support persons served with personal hygiene/grooming (*e.g. bathing, toileting, changing, dressing, oral hygiene*) while promoting dignity, confidentiality, and respect for appearances/cleanliness, minor lifting/transferring with the required adaptive and safety equipment (*e.g. back brace, gait belt, transfer board, Hoyer lift, etc.*), grocery shopping, meal planning, meal preparation, cooking, safety/emergency skills, cleaning, organizing, laundry, technology, soft skills training, transportation, mobility training/utilizing public transportation, remaining active (*e.g. walking or standing for prolonged periods, bending/stooping, engaging in physical activities with persons served that may include exercises, outings, and daily living activities*), and follows behavioral intervention plans/protocols, supports, and collaborates with the clinical team to best support persons served who experience behavioral/medical challenges (*e.g. inappropriate undressing/exposure, pica behaviors, elopement risk, self-injurious behaviors, property destruction, verbal aggression, and/or physical aggression*).

**Hands-Off Approach:** The Company is committed to a hands-off approach in providing supported living services, which strictly prohibits the use of physical or chemical restraints on individuals served. Employees are expected to support persons served in a manner that respects their autonomy, dignity, and rights, using non-restrictive and person-centered methods to manage behaviors and provide care. Employees may be required to be trained in and utilize positive behavior support strategies and de-escalation techniques to handle challenging situations. The use of any form of restraint, whether physical or chemical, is not permitted and is a violation of company policy. Employees are required to use their training, pro-active approaches, and approved personal safety techniques, ensuring a safe, respectful, and supportive environment for persons served, as it is a critical aspect of our mission and values.

**Crisis Response:** Employees are expected to be prepared to respond effectively to emergencies, including medical emergencies, behavioral crises, natural disasters, or any other urgent situations that may arise as all employees are considered essential workers. All staff members must be familiar with the specific response plans applicable to their roles and locations. Adherence to established emergency protocols is essential to ensure the safety and well-being of persons



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served, colleagues, and oneself. Employees are required to remain calm, act swiftly, and follow all instructions provided during an emergency to mitigate risks and ensure a coordinated response. Employees are required to report any crisis to the appropriate authorities and the company, as immediately as possible.

**Safe and Healthy Work Environment:** Employees are expected to maintain a safe and healthy work environment as a fundamental responsibility, and comply with health and safety regulations, including use of adaptive equipment, proper body mechanics for lifting, infection control practices, proper handling of hazardous materials, and adherence to workplace safety protocols including reporting incidences, is mandatory. Employees are expected to participate in all required health and safety training sessions and to consistently apply these practices in their daily work. Vigilance in maintaining a safe environment protects not only the employees but also persons served and the community we serve.

**Overnight Support:** Generally, 10:00pm-8:00am to ensure health, safety, and stability. Overnight shifts are **always** awake when the person served is awake and able to be asleep if the person served is asleep during the overnight hours and without need for support to ensure all the individualized needs are met. Overnight shift responsibilities may include but are not limited to the support provided during the daytime shifts.

**Communication, Documentation, and Deadlines:** Employees are expected to maintain high levels of positive, productive, and effective communication with persons served, co-workers, management, and other stakeholders in a timely and professional manner, check schedules daily through the online system, complete daily shift notes/comments/documentation with quality and detail by the end of the shift, ensure time worked is accurate, report inaccurate times immediately, clock in/out of daily scheduled shifts, summarize goals through data collection, communicate information, refill necessary paperwork/supplies for worksites, follow directives, follow all mandated reporting requirements, maintain strict confidentiality/privacy always, and complete required documentation on time for service delivery and employment, meet all company deadlines and compliance requests for employee expirations/renewals/training/documentation on time and by the designated deadline.

**Confidentiality:** Employees are required to maintain the highest standards of confidentiality concerning all information related to the individuals served, co-workers, and the company. This includes, but is not limited to, personal, medical, financial, and any other information. Employees must ensure information is only accessed, discussed, or disclosed to authorized personnel and only for legitimate work-related purposes. Any unauthorized sharing or disclosure of confidential information, whether intentional or accidental, is strictly prohibited and will result in corrective action, up to and including termination of employment. All employees must follow company policies, as well as state and federal regulations, regarding the confidentiality and privacy of persons served. Protecting the privacy and dignity of the individuals in our care is a fundamental responsibility and a core value of The Company.

**Mandated Reporting:** As part of our commitment to safeguarding vulnerable populations, all employees are required to fulfill their responsibilities as mandated reporters. This includes the immediate reporting of **any suspected incidents** of abuse (*e.g. physical/sexual/psychological/financial*), neglect of others or self, exploitation, scams (*e.g. social media, internet, calls/texts/in person*), or any other form of harm involving persons served or others in our care. Employees must report such incidents to the appropriate authorities (*e.g. The Company, Police, Adult Protective Services, Tri-Counties Regional Center*) and internal management within the company within the designated timelines, as specified in our policies and procedures. Compliance with mandated reporting laws is a legal obligation, and failure to adhere to these



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requirements may result in disciplinary action, including termination of employment. Employees are expected to be fully aware of and understand their mandated reporting responsibilities and follow all established reporting procedures.

**Professionalism:** Employees are expected to always uphold the highest standards of professional conduct while on the clock and representing the company and persons served. This includes always maintaining a respectful and professional demeanor, following company code of conduct, dress code policies, avoiding/reporting conflicts of interest, and adhering to ethical behavior in all interactions. We have a zero-tolerance policy for any form of abuse, neglect, or misconduct, whether physical, verbal, or emotional, towards persons served, colleagues, or others. All employees are expected to always uphold a professional and respectful workplace environment (*e.g. refraining from leaving personal items in the workplace for any reason, always requesting permission to enter the home, use household items, and restrooms*). This includes adhering to our anti-bullying and anti-harassment policies, which strictly prohibit any form of bullying, gossiping, harassment, discrimination, retaliation, workplace violence, or inappropriate conduct towards colleagues, persons served, or others in the workplace. Employees are required to treat everyone with fairness, integrity, dignity, respect, and professionalism, fostering a positive and inclusive workplace culture. Behavior that undermines the dignity or respect of any individual will not be tolerated and is subject to immediate corrective action, up to and including termination of employment.

**Training:** Employees are expected to provide quality training, support, modeling job duties, routines, preferences, and how to best support persons served for new/existing employees to the company and/or new to assigned persons served. Employees are expected to follow all company code of conducts, training guides, attend, lead, participate and represent the company for scheduled trainings, meetings, activities/events. Employees are expected to work collaboratively with persons served and their support team (*e.g. funding agencies, parents/care providers/conservators, community members/neighbors, co-workers/peers, and management*) by following directives within their job duties, maintaining communication, using a team approach, taking initiative, problem solving, being open to training/support/feedback/suggestions/corrective actions/performance evaluations, and maintaining a consistent positive, productive, and professional attitude.

**Standard Schedule/Expectations:** SAGE Services operates throughout Ventura County, California and is open/providing service 24 hours per day, 7 days a week, including evenings, weekends, and holidays. The Support Team Trainer position's weekly schedule is subject to change weekly, based on scheduling needs of person served and within employee's designated availability with The Company. Schedules may change within the week depending on shift openings, reassignments, changes, and/or cancellations, which employees are required to comply with if the changes occur within their work week schedule. Schedules are defined as Mondays 12:00am-Sundays 11:59pm. Weekly overtime accrued after the 40<sup>th</sup> hour of work is only made available to full-time employees, out of Company necessity approved by an authorized team member and will not be approved otherwise. Employees are prohibited from altering their schedules in any way or working overtime without prior approval from an authorized team member. The Company is supportive of employee's having secondary employment and educational obligations; however, their availabilities must still meet the needs of the role hired to fulfill and not conflict with their current work schedules or be a conflict of interest with whom they are scheduled to support. Excessive requests for time off, requests to change employee availability, cities they provide services in throughout Ventura County, and/or access to reliable transportation after hire could result in a status change or separation from the company if it is unable to be accommodated. Support Team Trainers are scheduled based on matching to meet the person served needs and may include all aspects of the job description above. The Support Team





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Trainer position is 100% in person, as scheduled. Any work outside of scheduled shifts or remote work is not available in this role, without prior written management consent.

**Additional Information:** Due to the dynamic nature of Supported Living Services (SLS) work, employees are expected to demonstrate flexibility regarding their work schedules and who they are assigned to support. This may include accommodating last-minute shift changes and adjusting to persons served needs as required. Employees should be prepared to modify their schedules to ensure continuous and reliable service delivery. Inability to accommodate these scheduling requirements may affect employment status, as maintaining consistent support for persons served is a critical aspect of our services.

Reliable attendance and punctuality are essential in Supported Living Services (SLS) to ensure the continuity of care and support for persons served. Employees are expected to adhere to their scheduled work hours and arrive on time for all shifts. Repeated tardiness, unexcused absences, and/or failure to adhere to assignments/reassignments may result in corrective action, up to and including termination of employment. Consistent and dependable attendance is vital to maintaining the quality and reliability of services provided to persons served.

Successful candidates must be able to perform all essential functions of the job, with or without reasonable accommodation. We are committed to providing equal employment opportunities and will engage in an interactive process to explore accommodations that enable employees to fulfill job responsibilities. However, it is essential that all employees meet the fundamental requirements of their roles, as determined by the nature of the position and the operational needs of the company.



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**Employee Acknowledgement:**

*I acknowledge that this job description is subject to change at any time, with or without notice, to meet the needs of the company and the individuals we serve. Employees are responsible for staying informed about updates or changes to their job requirements, responsibilities, or expectations. All relevant information will be accessible through the company portal, and employees are expected to regularly review this information to ensure compliance.*

*I have read and understand the job requirements, responsibilities, and expectations outlined in the job description for my position as a Support Team Trainer. I confirm that I can perform the essential functions of this position, with or without reasonable accommodation. I acknowledge that failure to comply with the job requirements, responsibilities, or expectations may result in corrective actions, up to and including termination of employment.*

*I further understand that my employment is at-will, meaning that either the company or I may terminate the employment relationship at any time, with or without cause or notice. This at-will employment status cannot be changed except through a written agreement signed by an authorized representative of the company.*

*Additionally, I commit to following SAGE Service's mission, values, beliefs, policies, procedures, and quality of service expectations. I agree to comply with all regulations as a "Personal Attendant," as defined in California Industrial Welfare Commission Order No. 15-2001. I understand that SAGE's services are not medical, nursing, home-health, or caregiving services, and that I am required to always stay within my defined scope of responsibilities.*

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Management Name:** \_\_\_\_\_

**Management Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_