JOB DESCRIPTION - Behavior Interventionist Coach

Business Results	Work Output	Criteria	Key Behaviors	Behavior Influences
• Clinical Effectiveness • Customer Satisfaction • Employee Satisfaction • Employee Engagement	**Recommendations for BI Development**	• Documented in PDP • Align with BIs professional goals • Includes goals that relate to ESBA clinical practices • Collaboratively decided upon between BI and BI-Coach • Measurable Goals • Delivered to PS/CM within 72 business hours • Derived from the BI Training Checklist • Documented in a PDP and/or Feedback Form • Occurs either during overlap or post-overlap meeting	• Consider the BIs strengths and weakness • Observe the BI working with a client • Collaboratively Identify the work output that the BI should be developing (BI training checklist) • Decide what kind of PDP BI needs to determine the level of support needed (establishing, developing, or supporting) • Schedule time to give recommendations (post-overlap meeting) • Invite PS to meeting when scheduled • Send feedback form to PS/BI before meeting	• BI Job Description (Box 1,2) • Know how to implement PDP (Box 4) • Schedule for overlapping BI (Box 1,2) • BI development (Box 3) • Know where the BI is in their onboarding track or career with ESBA (Box 1, 4) • Feedback Form (Box 2)

Business Results	Work Output	Criteria	Key Behaviors	Behavior Influences
• Clinical Effectiveness • Efficiency • Customer Satisfaction • Employee Satisfaction • Employee Engagement • Quality	**Performance Development Plan (PDP)**	• In the Six Boxes® PDP template • Use professional language • Completed with the BI • All sections completed • Aligned with the performer's skill level and development needs • Created with BI during scheduled meeting	• Consider the BIs strengths and weaknesses • Look at which outputs are produced for the most people (customers) • Collaboratively choose an output that aligns with the BIs career goals	• Know where the BI is in their onboarding track or career with ESBA (Box 1) • BI Job Description (Box 1,2) • 6-Boxes training (Box 2, 4) • Know how to create PDP (Box 4)
• Revenue • Employee Satisfaction • Employee Engagement	**BI who can complete time sheet**	• Verbal fluency on steps to complete time sheet • Demonstrates how to make Time sheet match Clinicient appointments • BI can Independently log into Trax and Clinicient	• Show, Do Feedback (show the BI how to fill out time sheet, watch them practice and give feedback on tips) • Review calendar and submission due dates	• Time sheet Cheat Sheet (Box 2) • Internet access and laptop (Box 2) • Calendar (Box 1,2)

Business Results	Work Output	Criteria	Key Behaviors	Behavior Influences
• Efficiency • Employee Satisfaction • Regulatory Compliance • Safety • Employee Engagement • Public Image	**BI who can state office policies**	• Verbal fluency of office policies • Clear understanding of who to go to for issues or answers • Understanding of specific office policies as well as general ESBA policies	• Read all posted signs • Read and follow all memorandums • Follow a professional code of conduct • Use office appropriate language • Use person first language	• Employee Handbook (box 1,2) • Memos (Box 1,2 & 4)
• Efficiency • Customer Satisfaction • Employee Satisfaction • Employee Engagement • Quality • Public Image	**Requests for Development Tools**	• Specific • Aligned with ESBA philosophy and mission • Empirically validated when relating to clinical development • Clear rationale for request and use • Cost effective • Directed to appropriate person/department	• Consider the problem/issue for why tools are needed • Draft a rationale which includes how it would be used across the org • Take notes during meetings/BI overlaps to note what would make things easier/more thorough • Consider BIs role and responsibilities • Talk with other BI-Coaches before making request • Consider financial viability • Utilize the ____/training department as a	• List of current tools (Box 2) • BI-Coach Training (Box, 4) • 6-boxes (Box 2,4) • Regular meetings to discuss current issues with BI-Coaches, Training Department and/or ____ (Box 1, 2)

Business Results	Work Output	Criteria	Key Behaviors	Behavior Influences
			resource for ideas/tools first	
• Revenue • Efficiency • Customer Satisfaction • Employee Satisfaction • Regulatory Compliance • Employee Engagement	**BI who can enter their Availability and complete appointments in Clinicient**	• Verbal fluency on steps to completion • Demonstrate ability to enter information into outlook and Clinicient • Independently login • Verbal fluency on when to enter availability • Verbal fluency on how to change availability	• Show, Do Feedback (show the BI how to fill out availability, watch them practice and give feedback on tips) • Review calendar and submission due dates • Show BI how to run reports on unsigned appointments • Tell BIs when to enter session information • Review types of appointments, home, clinic, ABA etc.)	• Clinicient cheat sheet (Box 2) • Clearly detailed time line of when submissions are due (Box 2) • Laptop with VPN or on site access

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Business Results	Work Output	Criteria	Key Behaviors	Behavior Influences
• Clinical Effectiveness • Efficiency • Customer Satisfaction • Employee Satisfaction • Employee Engagement • Quality • Public Image	**BI-Coach Feedback**	• Uses correct template • Submitted within 72 business hours to PS/CM • Sent to BI and PS within 3 days of overlap • Objective feedback • No more than 3 areas of critical feedback per overlap/form • Uses professional and clinically appropriate language • Typed/correct grammar and punctuation • Documented in Feedback Form	• Use areas from checklist to guide feedback • Include examples from session overlap • Discuss areas of possible growth during pre-overlap meeting • Discuss BIs focus prior to overlap • Use specific examples form session • Overlap prior to completing feedback form	• Form/Template (Box 2) • Training on use of form (Box 4) • Know how to fill out feedback form (Box 4) • BI job description (Box 1, 2)
• Revenue • Employee Satisfaction • Employee Engagement	**Time Card**	• Submitted by deadline/due date • Includes all work (billable and indirect) • Billable and indirect work match Clinicient entries • Included notes for time off requests • Complete	• Input time on a daily basis • Double check that Clinicient and Trax match (when sub session completed) •	• Internet connection/laptop access (Box 2) • Calendar/due dates (Box 1, 2) • Trax and Clinicient cheat sheets (Box 2)

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• Efficiency • Customer Satisfaction • Employee Satisfaction • Employee Engagement	**Up to date outlook calendar**	• Calendar for the next week is up to date each Friday prior to week • Additional items are added each day (overlaps, meetings etc.) • Calendar items are labeled clearly Overlap/Pre-Meeting/Post-Meeting etc. • Supervisor and Training Department have access to view calendar	• Schedule each week the Friday prior • Include times you are NOT available and label as "Not Available" • Ask supervisor for tasks if you do not have enough scheduled to fill up hours	• Outlook (box 2) • Laptop and internet (Box 2)