



# WHAT IS A JOB COACH?

Created by the Business Development Grant

A job coach supports individuals with disabilities and barriers with the goal of building skills, workplace relationships, job retention and independence. This is a customized service so Job Coaches can work with a client as much or as little as needed. The ultimate goal is to decrease the Job Coach presence on the job site as much as possible. Job Coaching is FREE to the employer. All we ask is for a few minutes of the manager's time to discuss the individual's performance.

## WHAT JOB COACHES DO:

- Coach, encourage and support individuals on and off the job sites to help them build professionalism, interpersonal skills and gain independence.
- Reinforce initial training done by the employer to ensure long term success.
- Create connections and increase communication between the individual, their supervisors and coworkers.
- Support the individual to meet expectations on a consistent basis.
- Encourage problem solving to work through issues that arise.
- Create written and/or pictorial task lists along with other tools to help the individual become more independent in their job.
- Monitor transportation as this can be a barrier and is, at times, out of the individual's control.

## WHAT JOB COACHES DON'T DO:

- Job Coaches do not complete the work for the individual. We use strategies such as modeling, hand over hand assistance and verbal cues to aid the employee but we are not responsible for fulfilling their duties.
- Speak for the individual or pass messages between them and the employer. We are happy to act as a support and enhance understanding during conversations.
- Conduct initial new employee training. Job Coach will observe and reiterate the training provided by the company that other new employees would obtain.



## HOW YOU CAN PARTNER WITH US:

- Provide positive feedback and areas for improvement related to the individual's performance and employer expectations.
- Include individual in any team building or other activities outside of work, such as company picnics or holiday parties.
- Help identify coworkers who are good natural supports that the individual can partner with.
- Keep our Goodwill individuals in mind for future job openings to help diversify your workforce.
- Share your success and act as an advisor for other interested employers.

## FACTS AND QUESTIONS:

### WHY IS JOB COACHING NEEDED?

Some individuals with barriers may need more time to adapt to a new job, learn new tasks, retain information and work through problems.

### LIABILITY?

All job coaches are covered under Goodwill and employers are not liable for the job coach. A proof of liability can be provided if needed.

### DOES JOB COACHING END?

This is dependent on the needs of the individual. Job coaching can continue if the person is eligible and there is a proven need.

### WHAT IS FADING?

- After the initial training period, fading may occur with approval from management and could include:
  - In-house fading — job coach is on site, but not right next to the person. Job Coach will be in the distance and checking on the individual every 15-30 minutes to allow for independence.
- Off-site fading — job coach arrives to the individual's shift after the individual starts or leaves the shift early for the individual to finish independently. This allows for an increase in independence for the individual in their job. Job coach will check in with individual and employer to see how the individual is doing and areas of improvement.
- Fading is dependent on each individual, the positions they hold and the natural supports (coworkers). The goal is for the individual to be less dependent on the coach and go to their coworkers for questions or help. Fading is flexible and can be increased or decreased as needed, after conversation with the individual and their supports.

### WHY DON'T WE SEE MUCH INTERACTION BETWEEN THE JOB COACH AND INDIVIDUAL?

The job coach may be in-house fading or trying to increase independence. The job coach is often observing and assessing from a distance.

### WHO DO I TALK TO IF I HAVE CONCERNS OR QUESTIONS ABOUT THE JOB COACH?

Please start by talking to the job coach directly to share feedback.

## FEEDBACK FROM PAST PARTNERS:

"Working with Supported Employment has been an amazing and rewarding experience for our Planet Fitness team. The job coaches are able to assist the employees in confirming they understand the tasks at hand, all while making sure they are independent throughout their shift. The hiring process was smooth and we're grateful for the employees the program has brought us! We really appreciate the effort brought by Supported Employment and their teams."

*Shannon Moore, Manager, PF Franklin*

