

What is a Job Coach?


An overview of the role of a job coach in the workplace

Part 1

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Job Coach

- What is a job coach?
 - A job coach is responsible for assisting an individual with a disability in obtaining a job by creating a positive job match; maintaining a job through on site assistance, other workplace supports, and career advancement.
 - Our services are commissioned through the Department of Aging and Rehabilitation (DARS).
- Some synonymous terms you might hear are:
 - Employment Specialist
 - Vocational Rehabilitation Counselor
 - Life Coach/On Site Mentor/Trainer
 - Business Liaison/Consultant
 - Staffing Specialist



Where does the job coach role begin & how does that affect you, the employer?


- It's useful to understand where the job placement process begins to understand the role of the coach and the needs of the client.
- The process is 5 stages:
 - The Intake
 - Situational Assessment
 - Job development
 - Job Placement & Job Site Training
 - Follow Along

The Intake

- Meeting the client & sometimes family/support network
- Rapport Building
- Gathering client information including work history
- Identifying strengths and support needs
- Goals for employment

Situational Assessment

- What is a situational assessment?
 - A simulated work placement where clients participate in a trial work experience used to assess skills, interest levels, and environmental factors.
 - It is important to note that the work is not contrived. We are assessing individuals in real work experiences.



Situational Assessment

- What are we looking for?
 - Current skills listed in the intake
 - Unidentified skills
 - Stamina
 - Task load
 - Exposure to a new environment
 - Interpersonal skills
 - How to best communicate tasks and expectations

What makes a good assessment?

- A previously agreed upon task list that not only tests the client but also benefits you, the employer.
 - A safe environment for the client to gain exposure to the workplace.
 - Exposure to an integrated workplace for the employer and the employees.

Job Development

- Job Development is compiling the information gained from the intake and situational assessments to create a positive job match.
- This process varies on what type of position the client is seeking.
- We will support our client in a person-centered approach with specific and measurable goals to obtain desired employment.

Job Development

- Some tactics for job development:
 - Using internet job boards
 - Community networking
 - Listening to the clients wants and interests
 - On site job analysis of current employees
 - Creating relationships
 - Restructuring /carving positions with partnered employers

Job Seeking Skills

- Here are ways we assist our clients
 - Creating/tailoring resumes
 - Assisting with online applications
 - Interview practice
 - Liaison between the employer and client contact to set up an interview.



Resources

- The Rehabilitation Research and Training Center on Employer Practices for Individuals with Disabilities (VCU-RRTC-EP) <https://ep.vcurrtc.org/>
 - Funded by the National Institute on Disability, Independent Living, and Rehabilitation Research (Grant #90RT5041)
- Business Connections - <https://vcurrtc.org/BusinessConnections/>