



What is a Job Coach?

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

Part 2

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- Congratulations!** You have decided to become a part of the exciting world of **Integrated Employment**
- First steps to employment is the onboarding process.
 - The job coach and your Human Resources team or hiring manager will build a strong relationship.
 - The job coach is useful in facilitating the new hire paperwork process between HR and the client.
 - The job coach will support the client in orientation for transition into the workplace.
 - VCU RRTC offers and encourages disability awareness training/education for your employees and management team.

- ### Job Site Training
- The job coach will remain with the client during the orientation and training process to learn the job functions and expectations.
 - The job coach will communicate effectively with management and the client to ensure consistency with the understanding of independence as the goal.
 - Systematic data collection is performed by the coach to observe and measure objectives for independence work performance.

- ### Job Site Training
- The job coach will begin establishing workplace routines including:
 - Clocking in and out
 - Taking breaks
 - Establish clear chain of command and identify leadership on staff.
 - Identify work incentives if necessary



- ### Job Site Training (continued)
- Once orientation & training are complete:
 - The client is officially an employee!
 - The job coach will oversee client adjustment to the workplace.
 - Work performance will be observed to meet job expectations and achieve independence.
 - We encourage the employer and employees to ask the onsite job coach questions as they arise to promote understanding of supported employment.
 - We hope to identify natural supports or onsite mentors who connect with our clients.

The Fading Process

- The fading process is different for every client.
- The fading process begins when the client displays and maintains independence and stability in work expectations.
- **Proximity Fade** – The job coach will be onsite near the client or within the facility periodically checking on their progress.
- **Off Site Fading** – A gradual and systematic process to assess and probe the client's ability to work independently. Timing and rate is individualized to each client.

Follow-Along

- Once Independence is met your Job Coach will transition the client to Follow Along Services.
- VCU RRTC provides services for the life of the employment.
- In Follow Along you can expect to hear from us a few times a month.
- Should additional support be needed, the coach can increase time on site.
- Reasons for additional support
 - Promotion
 - Addition or modification of tasks
 - Decrease in productivity or display of maladaptive behavior.

Frequently Asked Questions

- **Does the job coach onsite only work with this client?**
Job Coaches work with a variety of cases at any given point. It is our goal to provide support when needed.
- **How long does a job coach staff a case?**
We do our best to keep services to one coach; however, when changes in caseloads occur and need arises an equally trained coach may be called to provide support onsite.
- **Will this job coach know the client?**
We always provide our coaches with an overview of the client, the job site, and task expectation before reporting to a new site.
- **How can the employer best support the job coach?**
Be honest and receptive to thinking outside of the box to maintain the client and business needs.

Resources

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