

## Job Coach Description

### Job Summary

The Job Coach is required to complete the Job Coach online training and pass a test, receiving a score of at least 80%, to demonstrate necessary knowledge for the job. The job coach will be required to take 12 hours of extending education training within a 12 month period, and will be required to renew their certification every 2 years. The Job Coach will support the individual within the work environment in accordance with the employer's job description, responsibilities assigned, and expectations. They are to establish and maintain positive communication with the individual we support, employer, and Vocational Services/Job Coach Coordinator. If necessary they are to provide job supports such as transportation and submitting pay stubs to the Vocational Services Coordinator as needed. Job Coaches are to submit case notes after each shift specific to the individual to communicate the individual's progress and needs with the job.

### Duties and Responsibilities:

#### On Site:

- Introduce individual to the employer and co-workers.
- Train individual how to do the job, or observe as the supervisors trains them.
- Observe the ways that the individual interacts with co-workers and supervisors for later discussion.
- Covertly time individual if productivity is an issue.
- Observe the productivity level of co-workers so that you do not hold the individual to impossible standards.
- Observe the corporate culture of the environment so that you can help the individual to fit in with co-workers. Discuss your observations with the individual we support and provide them with moral support to help assist them with adjusting to the work environment.
- Help the individual develop his or her own system for organizing and remembering the job so that you can reduce support as necessary. *For example*, putting color coded markers on a list corresponding to markers on objects in the work environment.
- Give the individual the tools and skills to resolve any difficulties or differences with co-workers or employers and mediate if necessary.
- Implement fading techniques by gradually withdrawing support.
- Complete on-the-job assessments on the first day of job coaching, the last day of job coaching before completely fading, and as needed.

#### Off Site:

- Meet with individual prior to work, at breaks, or right after work to answer any questions and calm any worries.
- Make a case note of what occurred during the visit, both good and bad, after each shift. Schedule office meetings to discuss any work related concerns if necessary.
  - Case notes should be *no less* than 6 sentences describing the events.
- Help improve job development skills; including, but not limited to, effective communication, building resumes, filling out applications, proper interview attire, etc.
- *If job searching*: Meet with the individual twice a month to search for jobs with the individual you are supporting.
- Assist Vocational Services team in obtaining monthly progress report signatures.

#### Do's:

- Build trust and connect with the individual
- Pay attention to the individual's verbal and nonverbal communication
- Encourage the individual take a small break if you can tell they are getting overwhelmed
- Be sure individual is held accountable for performance, behaviors, and actions.
- Be consistent
- Be a mentor, not a boss.
- Advocate with the employer for reasonable accommodations that you think would aid the individual
- Be punctual
- Communicate consistently and professionally
- Be responsible and reliable, it's not just your job you might be jeopardizing, it is also the individuals.
- Respect the individual's right to privacy
- Respect the individual's right to make their own choices.
- Encourage self-confidence
- Dress appropriately for the job you are supporting the individual in.
- Advocate for the individual

#### **Do Not's:**

- Don't do the job for the individual
- Don't disclose information about the individual's disability without their permission
- Don't try to be a boss, be a mentor
- Don't behave in any way that could jeopardize the individual's job

#### **CLS Job Coach Requirements:**

- As a CLS Job Coach, you must attend Job Coach Trainings provided by the Vocational Services Department. *(The VS Department will notify you of these trainings)*
- You must complete case notes to be approved/reviewed by the Vocational Services Department.
- You must stay in contact with the Vocational Services Department with any updates, concerns, or changes that pertain to the individual being supported.
- As a CLS Job Coach you *may not* work overtime unless approved by both the CLS supervisor and Vocational Services Coordinator.