

What can supervisors and co-workers do to help the individual

Succeed in their efforts?

Develop professional relationships which foster respect and honesty. Individuals want to be treated as any other employee at the work site; they deserve the same amount of respect and fairness as any other employee. They should adhere to all company policies and procedures as is required of all the employees.

Most individuals do best with routine and consistency; therefore, keep things simple by making charts, lists, reminders, and anything that will help the individual complete their tasks independently. The Job Coach will be available to help with this also.



When at work, individuals should be concentrating on their job tasks. Avoid talking to them about personal and home issues, as it will be a distraction from their work.

Communicate honestly and frequently with the Job Coach; these comments should include positive as well as constructive criticism in order for the Job Coach to assist you and the supported person. If the individual repeatedly fails to meet the expectations of the job, the same procedure should be implemented as would be used for an employee who is non-disabled. It is beneficial for the Job Coach to be involved in verbal or written warnings regarding job performance to assure the individual understands what is being said to him/her.



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OPTIONS
Family of Services

Vocational Services



A non-profit organization providing positive choices for people with disabilities since 1984

What is a *Job Coach*?

OPTIONS would like to thank you for

supporting our programs by considering or hiring one of our supported persons. Many employers have never worked with an individual with a disability, and do not understand the role of the Job Coach. Supported services are generally funded by the Department of Rehabilitation. Some on-going funding may come from the Regional Centers. We hope this brochure will help answer some of the most asked questions regarding our Vocational Services.

What is a

Job Coach?

It is the responsibility of the Job Coach to initially ensure the individual understands his/her new job duties, and assist the person to develop working relationships with co-workers, supervisors, and managers. The Job Coach does not do the work for the individual, but acts as a mentor and can assist with training, initial role modeling and showing the individual efficient ways to accomplish their tasks.

The goal is for the individual to complete their work independently to the satisfaction of the employer. Our services are designed as 'fade out' services. Initially, the Job Coach can be at the site 100% of the person's scheduled shifts, if necessary.



The frequency of Job coaching decreases each month as the individual becomes more independent, accurate, and efficient at his job duties.

Eventually, when the person is considered permanent and stable, the job coaching will fade to a rate of about 20% of his/her hours worked per month. At that time, the individual is expected to be able to understand the instructions and expectations given him by his employer, accept direction from supervisors or managers in a positive manner, socially interact in an appropriate fashion, and have developed confidence in his/her work habits.

What is the Job Coach's

Role for the employer

and co-workers?

The Job Coach is considered a 'bridge' that helps build a good working relationship between the individual, employer, and co-workers. The Job Coach explains to supervisors, managers, and co-workers how to work alongside and communicate effectively with the individual. The Job Coach will not reveal confidential information regarding his/her specific disability, unless it pertains directly to their job duties or their inability to accomplish their assigned tasks.



The Job Coach is to encourage supervisors, managers, and co-workers to speak and work directly with the individual, as if the Job Coach were not there. The Job Coach will listen closely to the instructions given, and clarify these to the individual later, if needed.

Developing this approach from the beginning will be very beneficial when the coaching begins to fade, as the individual will be accustomed to getting instructions and assignments directly from their supervisor, and the supervisor will feel comfortable speaking directly to the individual.

The Job Coach is always available to discuss any concerns the supervisor or manager may have, and will be given a phone number in order to reach the Job Coach if they are not there at the site.



The Job Coach will attempt to resolve misunderstandings, conflicts and issues that arise between the individual, supervisor, manager, or co-workers. The Job Coach will help the individual learn to cope with constructive criticism and direction in a positive manner, and will teach the individual problem solving skills which will help when conflicts arise.