



THE CENTER FOR  
**EXCELLENCE  
& ADVOCACY**



**Practice Improvement Institute  
Job Coaching  
November 13, 2014**

# Practice Improvement Institute Faculty: Job Coaching Series



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# Job Coaching Description

- December 6, 2014
- Part 1: On the Job—the VERY predictable Highs and Lows and Critical Communications Between Business Developer, Job Coaches and Case Managers
- Job Coach Competency 1: Commitment, Core Values and Accountability
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- December 7<sup>th</sup>, 2014
- Part II: Partnership with the Employer
- Job Coach Competency 2: Customer Service, Accommodations
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- December 13<sup>th</sup>, 2014
- Part III: Focus on the Consumer : Transitioning from professional to natural supports.
- Job Competency 3: Customer Service, Systematic Coaching Strategies, building natural supports
- Ongoing communication with the employer and the consumer.
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- December 14<sup>th</sup>, 2014
- Part IV: Building Career Paths
- Job Competency 4: Advocacy, knowledge of community supports, transportation and use of supports in the workplace to advance careers



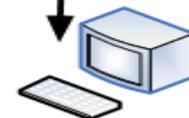
# Rapid Job Development: Structured Approach to Business Development, Job Placement and Job Coaching

Business Developers engage businesses throughout the state. They maintain an ongoing relationship with the business—seeking to expand the number of jobs within a given company.



When potential job is identified Job Description is obtained by Business Development and sent to Case Managers to begin rapid candidate identification

Business Developers finalize negotiations with employer.



Job is entered onto Statewide Job Opportunity Board (dedicated to the employment of people with IDD).



Resume Submitted

2-3 (or more) potential employees are identified. Rapid matching process occurs involving participants and case managers.



**NOTE: We need to be ensuring that participants are being prepared every day to succeed in jobs. Whatever they are doing...is intended to enhance job readiness. Extensive Job readiness program.**



Within 10 days



Interview process between consumer and business.



Participant is hired Business Developer is notified and Job Coach is assigned. Job Coach

Job Coach reviews job description and meets with Business Developer to understand the culture of the work environment and expectations of the employer

Job Coach meets with case manager to fully understand the consumer

Individual begins work with job coach support.

A critical role of the job coach is to analyze the job, and build natural supports within the work environment.



If serious issues arise within the work setting, it is critical that the Job Coach make the Business Developer aware so that when they go out on account visits, they are not surprised by information.



Formal Job Coaching diminishes as natural supports increase.

# Role of Job Coach: *Understanding the Business and the Job*

- Immediately following hiring meet with Business Developer to understand the following:
  - Key messages Business Developer communicated to business
  - Business expectations
  - Job Requirements (as understood by the Business Developer)
  - The employment environment
- **Job Analysis: Understand the dynamics of the environment and the drivers of the business**
  - Key tasks and responsibilities –based on job description
  - Broken down into sequences
- **Understand the pressures of the supervisor**
  - Productivity Demands
  - Team Culture
  - We need to align ourselves with the supervisor



# Role of the Job Coach:

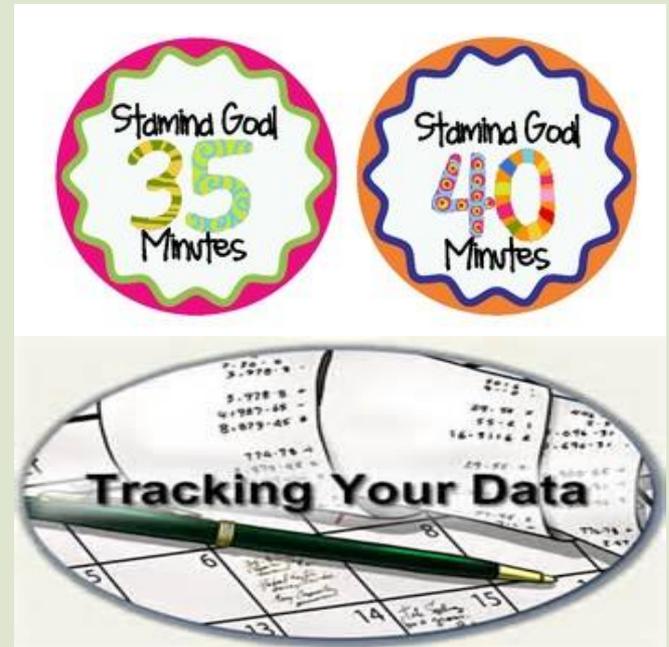
## *Understanding the Consumer*

- Meet with case manager and other team members who know consumer best
- Review the Functional Capacity Assessment
- Understand activities (self enrichment and community integrated activities) that have occurred to advance the functional capacity of the consumer
- Understand skills and assets
- Understand areas that will most likely need to be strengthened
- Understand the family and their support (or concerns)



# Role of Job Coach: *Review Career Plan and Tracking From Day Activity Tool*

- Based on Career Plan (view Career Plan)
- Develop measurement system for each consumer
- Integrated Day Activities: (See Integrated Activity Tool)
  - Improved stamina
  - Increase in number of instructions can follow at any one time
  - Increase in ability to work with diverse people
  - Improvement in accuracy of tasks
  - Improvement in speed of tasks



# Role of the Job Coach: *Tapping Assets and Motivation*

- Knowing the motivations and the goals of the individual
- Understanding how to leverage assets
- Understanding the most effective approaches to engage, redirect and inspire
- When there are issues, understand the needs associated with the behavior of the consumer – behavior is an indication of need



# Role of the Job Coach: *Ongoing Relationship with Team*

- Remember when the Business Developer talked to the business, one of the key messages was that the team would support the consumer success
- When problems arise on the job, the consumer, job coach, business developer and case manager must work as a team to resolve the issue
- Business needs to see our customer responsiveness and our commitment to meeting their needs or they will not continue to be our partner
- Examples of how the team has resolved an employment issue that would most likely have resulted in loss of job



# Next Webinar

- Focus on the importance of the job coach in maintaining the business partnership
- Role of job coach in building additional opportunities
- Role of the job coach as an emissary for the employment of people with intellectual impairments
- Role of the job coach in transferring knowledge of the business to the Business Developer

