



DEPARTMENT OF HUMAN SERVICES
OFFICE OF REHABILITATION SERVICES
40 Fountain Street ~ Providence, RI 02903
401.421.7005 (V) ~ 401.421.7016 (TTY)

“Helping individuals with disabilities to choose, find and keep employment”

Time-Limited Job Coaching Fact Sheet

Time-Limited Job Coaching: This is a support service for individuals who may be able to find employment, but for some disability-related reason cannot maintain employment. The individual may need job coaching supports for more than the initial orientation to a job. This support may typically be provided for three months, but usually no longer than six months. Vendor submits an invoice to ORS for the pre-authorized services along with the Time-Limited Job Coaching Report Form. (\$45/hr.)

What a Job Coach will do:

Prior to the Job start

- Discuss the job duties and work environment with the client
- Discuss safety procedures with the client
- Coordinate transportation to and from job site.
- Communicate/teach specific work/social skills needed for employment.

On-Site:

- Introduce client to the employer and co-workers.
- Train client on job tasks or observe as the supervisor trains the member.
- Assists in training a supervisor or identified “natural support” in the work place.
- Observe how client interacts with co-workers and supervisors for later discussion with the client.
- Discuss productivity requirements with employer and develop a plan to help the individual meet these requirements.
- Observe the work culture of the environment so that you can help the client to fit in with co-workers.
- Discuss your observations with the client including constructive criticism such as timeliness of breaks, appropriate socialization, and personal hygiene.

- Identify and implement client's learning style (hand over hand, verbal, written, visual). Document kinds of prompts needed including verbal instruction, written lists, or providing encouragement as needed.
- Help the client to develop their own system for organizing and remembering the job tasks so that coaching can fade.
- Assist with mediation between coworkers and supervisors as needed; teach conflict-resolution skills.

Off-site:

- When meeting on the worksite is impossible due to company rules or client preference, schedule meetings with client prior or after work or during lunch breaks.
- Schedule office meetings with client and supervisor to discuss any work-related concerns, if possible.
- Coordinate activities with other team treatment providers, family members, or anyone else who will support the client's ability to keep the job.