



DEPARTMENT OF HUMAN SERVICES  
OFFICE OF REHABILITATION SERVICES  
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*“Helping individuals with disabilities to choose, find and keep employment”*

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## ***Supported Employment / Non Supported 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 no longer than six months. In some limited circumstances, counselors may also authorize this service to supplement a situational assessment in the community. These circumstances are for individuals who the ORS counselor feels that a complete assessment would not be possible without additional supports. Vendor submits to ORS an invoice for the pre-authorized services along with the Time Limited Job Coaching Report Form (ORS 1104). (\$30/hr.)

### **What a Job Coach May Do:**

#### **Prior to the Job start**

- Task Analysis: Find out what the job duties are and put them into a format that the Member best understands (e.g. a map of the area, a list of duties, a job description).
- Discuss the job duties and environment with the customer.
- Discuss how the customer separates her/his role as a worker from his/her disability and/or personal life.
- Discuss safety procedures with the customer.
- Transportation training.
- Identify natural supports in the workplace that the customer can use for job support, transportation, and social connections.
- Communicate with customer about specific work/social skills needed for particular employment position.
- Determine supports needs
- Formulate a plan for addressing those needs
- On-site Job Coach Fading Plan

- Natural Supports (off site)
- Off-Site Job Supports

### **On-Site: (If you are doing this)**

- Introduce customer to the employer and co-workers.
- Train customer how to do the job, or observe as the supervisor trains the member.
- Observe the ways that the customer interacts with co-workers and supervisors for later discussion with the customer.
- Covertly time customer if productivity is an issue.
- Observe the productivity level of co-workers so that you do not hold the customer to impossible standards.
- Observe the corporate culture of the environment so that you can help the customer to fit in with co-workers.
- Discuss your observations with the customer especially touch on things like the appropriate time to take a cigarette break, when jokes are appropriate, etc.
- Fit the kind and amount of instruction to the customer's learning style. Instruction may consist of verbal instruction, writing lists for the customer, putting color coded markers on a list corresponding to markers on objects in the work environment, or just lending moral support.
- Help the customer to develop his own system for organizing and remembering the job so that you can fade (reduce support as necessary).
- Mediate any differences with co-workers or employer if necessary, or better yet give the customer the tools to resolve her/his own difficulties.
- Implement fading techniques by gradually withdrawing support.

### **Off-site:**

- Meet with customer prior to work, at breaks, or right after work. Coaches have also stationed themselves in a car outside of the work place so that the customer had the security of knowing that someone was there.
- Schedule office meetings to discuss any work related concerns.
- Coordinate activities with other team treatment providers, family members, or anyone else who will support (or hinder) the customer's ability to keep the job.