

Working with a job coach

For some employers, recruiting and employing people with a learning disability will be a new experience. A good supported employment agency is there to help employers navigate the process, providing support and practical guidance along the way.

We want to encourage a partnership between the employer, the employee and the job coach but like all things, it helps to set things out from the start so everyone knows what to expect. Supported employment is a specialist approach for supporting disabled people into work, designed to find you the right person for the job and then to help them settle in.

The key practitioner within supported employment is the Job Coach. Job Coaches provide the vital link between the job seeker and employment opportunity and will work hard to encourage a partnership between the employer, the employee and the supported employment agency. The Job Coach will usually provide support, advice and guidance and will typically know the jobseeker well, having supported them to apply for the position.



Once a job has been secured the Job Coach will:

- Spend time learning the tasks and understanding the workplace before introducing the new employee
- Agree a specific plan of action identifying tasks, performance levels and timescales, which are adhered to and reviewed at set intervals
- Provide systematic training of the agreed tasks and processes
- Collect performance data but with the Supervisor or Manager retaining management of the new employee
- Gradually fade support so that new employee can perform tasks unassisted
- Keep in touch with both employer and employee and be available to support at a later stage should tasks or workplace change

It really helps if the employer can:

- Introduce the Job Coach and explain their role to the whole team
- Set tasks that are consistent over a period of time
- Allow the employee a short time away from the tasks to discuss performance with the Job Coach and supervisors
- Allow the Job Coach to attend regular supervision sessions
- Inform the Job Coach of any team meetings or supervision in good time
- Identify an in-house staff mentor who can be available to employee and Job Coach



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