

# Job Coaching:

How Job Coaches Benefit Employees with Disabilities and Your Business.

## What is a Job Coach?



Job coaches are known by a number of professional titles such as job trainer, job consultant and employee support specialist. Regardless of the title, the primary function of the job coach is to provide on-site workplace assistance and/or other workplace supports to help people obtain and maintain employment.

Job coaches generally work for organizations that provide employment related services to people with disabilities.

Job coaching is also considered a reasonable accommodation under the Americans with Disabilities Act (ADA) and many people with disabilities use job coaches as a reasonable accommodation in the workplace.

## Benefits to Business

Business owners report that recruitment, training and retention of new employees is both expensive and time consuming. Job coaching has been shown to help businesses save both money and time. Walgreens is an example of one company that brings together job coaches and store managers to place successful candidates in retail positions. Lowe's identified the use of job coaching as key to the successful employment of people with disabilities in their distribution centers.

## At Your Business Site, A Job Coach Will:

Help the new employee adjust to the workplace's culture and policies. The job coach will reinforce, not interfere with, your business training procedures.

Work to ensure the new employee communicates effectively with supervisors and coworkers. Job coaches are trained to facilitate the relationship between employee and supervisor rather than act as a temporary supervisor.

Discreetly provide hands-on training, observation and evaluation on-site. Job coaches are trained to provide services without interrupting daily business operations.

Provide temporary support for the new employee. The goal of the job coach and employee is long-term independent employment.

## Services job coaches provide that benefit both the employee and *your* business.

Analyze job tasks and the work environment to identify accommodations and supports that the employee can use to be successful.

Provide on-site training that reinforces the employer's expectations and procedures.

Support new employees in acclimating to the workplace culture and etiquette.

Facilitate communication between co-workers and supervisors.

Identify cost effective assistive technology or other aides that will help the employee perform job functions.

Reduce the time it takes businesses to locate workers by providing access to a pool of qualified candidates.



### Great Plains ADA Center

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