

Attainment's

JOB COACHING

onDemand



Resource Guide



Career
Exploration



Workplace
Readiness



Work-Based
Learning



Advocacy

BY JANET ESTERVIG

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onDemand



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Table of Contents

Overview	4
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Career Exploration

Lesson 1: Discovery	7
Lesson 2: Job Profile	11
Lesson 3: Networking	14
Lesson 4: Community Map	17
Lesson 5: Job Matching	20
Lesson 6: Customized Employment	23
Lesson 7: Engaging Businesses	26
Lesson 8: Employer Meeting	30

Workplace Readiness

Lesson 9: Job Interview	35
Lesson 10: Employer Expectations	39
Lesson 11: Preparing for the First Day	41
Lesson 12: The Go List	44
Lesson 13: Travel Planning	46
Lesson 14: Safety in the Community	51

Work-Based Learning

Lesson 15: Documentation	55
Lesson 16: Task Analysis	58
Lesson 17: Prompting	61
Lesson 18: Fading Support	65
Lesson 19: Soft Skills	71
Lesson 20: Social Skills	75
Lesson 21: Job Retention	78

Advocacy

Lesson 22: Communication	83
Lesson 23: Positive Intervention	87
Lesson 24: Mindfulness	90
Lesson 25: Personal Care Assistance at the Workplace	95
Lesson 26: ADA Job Accommodations	99



Overview

The development of the Job Coaching OnDemand app was supported through a Phase I and II Small Business Innovation Research grant funded by the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR). Dr. Josh Baker from the University of Nevada, Las Vegas, completed the research to investigate outcomes of the Job Coaching OnDemand app on job development and job coaching competency with teachers and job coaches.

The key advantages of Job Coaching OnDemand are immediate, mobile, self-paced, real-world, digestible, in-the-field instruction. The Job Coaching OnDemand app includes video training, fillable assessment forms, and sample resources that support competitive integrated employment for students and adults with disabilities.

Job Coaching OnDemand was extensively researched during development. Dr. Joshua Baker at the University of Nevada, Las Vegas, conducted research across two years of development. During the first year, a one-group formative pretest/posttest design with key informants was used to pilot the app with transition teachers and job coaches. The findings from this study helped to further develop the app. During the second year, a randomized control trial study investigated the impact of the application across 36 teachers and job coaches. The results showed that those in the treatment group had a larger increase in knowledge of best practices in supporting youth and young adults with disabilities compared to the control group.

JOB COACHING ONDEMAND RESOURCE GUIDE INCLUDES THE FOLLOWING:

There is a section to support each video from the app. Each section will contain:

- 1 // Competency statement
- 2 // Application of what was learned
- 3 // A video outline
- 4 // Additional content to support each video
- 5 // Recommended web searches to provide further reading and resources



ABOUT JOB COACHING ONDEMAND

“Job Coaching OnDemand” is a mobile app designed to be used on phones or tablets. The app offers job coach training on the go. There are 26 lessons in four areas: Career Exploration, Workplace Readiness, Work-Based Learning, and Advocacy. The app combines three components:

- Short, on-demand videos on each topic
- Quiz questions to reinforce training
- Pertinent samples, resources, fillable forms, and/or space for notes

Included with “Job Coaching OnDemand” is a free app, “Job Skills OnDemand,” for your clients to download, containing videos to help them prepare for success on the job.

DISCLAIMER

Support for this research was provided in part by the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Project Number 90BISB0013, awarded to the Attainment Company, Inc. with a subcontract with the University of Nevada, Las Vegas. The opinions expressed do not necessarily reflect the position or policy of NIDILRR, and no official endorsement should be inferred.



Career Exploration

Lesson 1: Discovery

COMPETENCY:

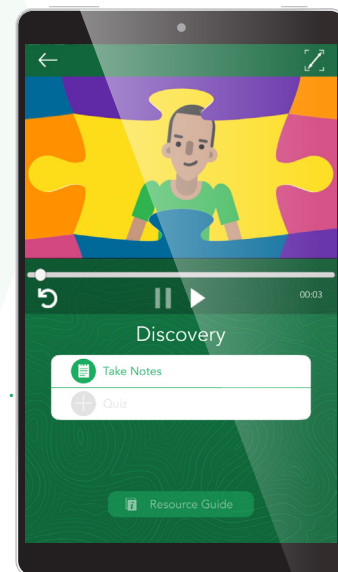
Learner will be able to identify the tools for Discovery and the best practices in seeking the best job match.

APPLICATION:

Complete the Discovery process to begin finding a good job match.

VIDEO CONTENT OUTLINE:

- 1 // Discovery assumes the client is ready for work and you know what the client(s) can do.
- 2 // Talk to families, as their expectation of employment is a key indicator of success.
- 3 // The four main tools used in Discovery are:
 - *Job Profile*
 - *Networking*
 - *Community Mapping*
 - *Job Matching*
- 4 // Talk to people currently doing that job, and use job shadowing opportunities to learn more about the job.
- 5 // Know how a job will impact the client's benefits, including Social Security or Medicaid. Meet with a work incentive benefits counselor.
- 6 // Talk to the person's Vocational Rehabilitation counselor about funding the Discovery process to seek the right job.





Lesson 1: Discovery

VIDEO CONTENT SUPPORT

What Is Discovery?

The Discovery process is an evidence-based process that observes the person in community settings, builds on the person's capacity vs. deficits, and looks at the person's barriers to employment. The goal of Discovery is to gain knowledge about the person's interests through various experiences by observing the person in local community settings.

Connect with your job seeker's Vocational Rehabilitation counselor to determine if using the Discovery process can be funded as the assessment phase for a job that fits the person's skills and interests. Many traditional evaluations do not meet the needs of job seekers as they do not always accurately convey who the person is and what they can do for a job.

Value of Discovery

All people have specific areas of competence and potential contribution. By getting to know job seekers, it is possible to translate their life competency into opportunities for success, interests to connect to a job market, and specific contributions to offer to potential employers.

Process

The time spent with the applicant provides knowledge and insight into the life experiences and contributions of the applicant. These life experiences and contributions provide direction for employment.

Approach

The approach differs from traditional assessments in that it doesn't measure something. It supports utilizing involvement and interaction with the individual in natural settings rather than in test settings.

Discovery Report

The Discovery report includes information from the Job Profile, observations from the community, reports from others who know the person well, the passions and interests of the job seeker, and potential barriers to employment. The report helps to outline solutions for transportation, local hiring needs, Social Security benefits, family support, lack of confidence to work, and funding to provide job development and ongoing training.



Discovery can include the following:

- 1 // Career exploration: Learning about different occupations that fit our client's preferences, skills, and values.
 - Go together to the local job center and search by city, state, or zip code for job opportunities.
 - Job centers offer workshops for resumé writing, classes for interviewing skills, career expos, and job fairs.
 - Use the websites CareerOneStop and American Job Centers to locate local job centers.
 - Check out the My Next Move website or O*NET Resource Center to explore careers.
- 2 // Informational interviews: Informal conversations with someone in a job that fits our client's interests.
 - Explore industries and careers.
 - Discover employment opportunities that are not advertised.
 - Expand your professional network.
 - Build confidence for employer meetings.
 - Access the most up-to-date career information.
 - Search for examples of informational interviews on YouTube.
- 3 // Job shadow: An informal way to learn about a particular job at a workplace by following or shadowing the worker at their job.
 - Search for examples of how to complete a job shadow on YouTube.
 - Ask these questions when setting up a job shadow:
 - Where will they job shadow? (Identify potential host businesses.)
 - What is the business asked to do? (Negotiate with the employer and follow up with an email specifying the date, time, and details of the experience.)
 - What questions will the job seeker ask? (Develop a list of questions and role play with the job seeker.)
 - How will the job seeker record answers to the questions? (Take notes or audio record with prior permission? Will a support person take notes?)
 - What business etiquette is expected? (Role play beforehand.)
 - What will the job seeker wear? (Consider safety and dress for success within the specific business environment.)
 - Will someone accompany the person? (Support communication or introduce and supervise.)
 - How will they get to and from the job shadow experience?
 - Follow up after a job shadow:
 - Send a thank-you note or email indicating how the experience helped the worker learn more about the job.
 - Reach out for a follow-up to determine what went well and what could be improved upon for any future opportunities.
 - Document what the worker gained from this experience to add to their resumé.



Lesson 1: Discovery

4 // Work experiences: Learn a new job for a short period in the workplace to learn what it is like. Can they do it, and do they like this kind of work?

- *The purpose of a work experience is to provide in-depth knowledge of day-to-day work requirements to develop vocational goals, determine job accommodations, or provide a work reference.*
- *When setting up a work experience, talk to the employer about your expectations of their training and what skills the worker hopes to gain.*
- *Determine the length of the work experience. If the goal is to be hired upon completion, talk about this expectation should the work experience be successful.*
- *If available, offer reimbursement of work experience hours through the Vocational Rehabilitation "On-the-Job Training" funding.*

5 // Résumé building: Work together with the client to develop a professional résumé.

- *Add any work experiences and job shadows into the résumé.*
- *For job seekers with limited or no work experience, add the person's skills, what was learned from past work experiences or job shadows, and what the person does for leisure time, etc.*
- *Consider creating a visual résumé.*
 - *Search the web for examples of visual résumés.*

Finding a mentor can provide support and guidance in exploring careers, networking to find a job, and ongoing moral support. Mentors can be others with or without disabilities in the careers of interest. Mentors can include in-person support, or through email, text, telephone, or video calls. Mentors can have a powerful impact on others, so consider them in developing a career pathway.

Search the web for disability mentorships to find programs that match students or job seekers with workplace mentors according to expressed career interests.

WEB SEARCH RESOURCES

Discovery Toolkit: Department on Disability Services

Discovery and Customized Employment: National Disability Institute

Implementing the Discovery Process: Center on Transition

The Discovery Process: A Path to Employment for All: Florida Center for Inclusive Communities



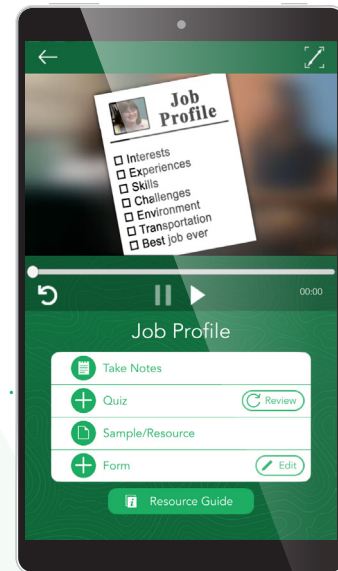
Lesson 2: Job Profile

COMPETENCY:

Learner will identify key questions and observations to complete a Job Profile for each client.

APPLICATION:

Complete the Job Profile for a client using the tools from this video.



VIDEO CONTENT OUTLINE

- 1 // The Job Profile process organizes information to help find a job that fits your client's abilities.
- 2 // The Discovery process is a way to get to know your client. Your observations will go into their Job Profile.
- 3 // Ask your client about their interests, strengths, experiences, skills, challenges, environment, and transportation.
- 4 // Develop a Job Profile to help your client find the best job ever!
- 5 // Gather information from people who know the person best.
- 6 // Go out into the community to assess their skills in a natural environment.

VIDEO CONTENT SUPPORT

Complete a Job Profile

To complete a Job Profile, spend time with the person to learn about what they can bring to a job and where their interests lie:

- 1 // Meet the job seeker in their home to determine the type of support they will have for getting ready for work, the tasks the job seeker does in the home, and the skills family or staff feel this person has that can translate into a job.
 - Ask about favorite activities, computer use, social media activity, hobbies, and home chores.
 - How does the person get up in the morning? Are they independent with their hygiene needs? Are they reliable and on time? Do they know how to pack a lunch, etc.?
- 2 // Visit the neighborhood to determine if there are businesses nearby of interest to the job seeker and which job opportunities are within walking distance. This will also answer questions about transportation needs.
- 3 // Go into the community with the job seeker to observe how they interact with others. How are their social skills? In which environments are they most comfortable? How do they communicate? Do they know how to handle money? Have they ever used public transportation?



Lesson 2: Job Profile

- 4 // Learn more about their past work or volunteer experiences.
 - *What worked well, and why?*
 - *Which tasks did the job seeker do at these jobs or volunteer experiences?*
 - *Which work environments are preferred?*
 - *Did they ever participate in informational interviews, job shadows, or short-term work experiences?*
- 5 // What types of jobs or industries is the job seeker interested in working to fully understand their preferences and passions?
- 6 // The Job Profile should include basic information relevant to finding a job, including potential accommodations, the need for personal care, medication administration, blood sugar monitoring, and the identification required to be hired (Social Security card, state ID or driver's license, or work permit).
- 7 // Make plans to bring people together who know the job seeker to discuss the information gathered in the Job Profile and future job development efforts.

Document your time with the job seeker to establish hours developing the Job Profile if you can bill the Department of Vocational Rehabilitation. If approved, they will purchase the Discovery model using the Job Profile as a tool within that process. The Vocational Rehabilitation agencies may pay for a comprehensive report to support the job development process. Using the Job Profile as part of this process will increase successful job placements with employment that matches the skills and interests of the job seeker.

Research

Since 1963, University Centers for Excellence in Developmental Disabilities Education, Research, and Service (UCEDD) have been working to accomplish a shared vision that foresees a nation in which all Americans, including Americans with disabilities, participate fully in their communities. Independence, productivity, and community inclusion are key components of this vision. Funded by the Administration on Intellectual and Developmental Disabilities, there are currently 67 UCEDDs that focus on interdisciplinary pre-service preparation and continuing education, training and technical assistance, community services, research, and dissemination (<http://flfcic.fmhi.usf.edu/>). One of the key components to their research is acknowledging the importance of Discovery, including the Job Profile.

In 2017, The Center for Social Capital created a Discovery Fidelity Scale (DFS). Go to the Missouri Department of Mental Health website to download the DFS (Hall, n.d.). Key factors in this scale include the following:

- It is not a stand-alone service.
- It is an alternative to assessments and evaluations.
- The process does not determine whether someone can work, but rather how best to ensure employment success.
- Principles state that no one can fail, and each person is unique and brings value to the labor market. Engage family, friends, and others. The scale reveals information about the person using the Job Profile.
- Observations are written objectively in descriptive terms.



Lesson 2: Job Profile

Using the Discovery Fidelity Scale leads to successful employment for the employment seeker if job developers implement the components of Discovery with the following assumptions described in the scale:

- Adequate authorizations, access, financing, and provider quality are critical Discovery systems components.
- Home and area visits, Discovery activities, informational interviews with businesses, a Job Profile Review, and an employment plan are critical Discovery services components.

WEB SEARCH RESOURCES

Type "Job Profile" to find examples of other forms used in the Discovery process

Discovery with sample questions for a Job Profile: Worksupport.com

Developing a descriptive profile to guide employment plans: [Pathways to Employment Resource Center \(PERC\)](#)

Discovery Fidelity Scale: [Missouri Department of Mental Health](#)

IN-APP FORMS AND RESOURCES

[Job Profile Sample](#)

[Job Profile Fillable Form](#)