

Job coach training

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We have pleasure in providing detail on the content of a five day training course for job coaches supporting disabled people to seek, gain and maintain paid employment.

Timings for each day:

Arrival 9.00am for a 9.30am start. Close at 4.30pm.

Day 1

Introductions to the course, the participants and the context to supported employment

The session will introduce the course and allow participants to discuss their job roles and expectations of the course.

- Introductions, job roles, hopes and expectations
- Course overview

The values base

During this session delegates will have the opportunity to recognise and learn the social, health and economic benefits that are achieved through the successful delivery of a supported employment service. Delegates will learn how the model has developed from the social model of disability over the years to provide for a wide customer base and how it can contribute to meeting the challenges presented in the government's welfare to work agenda. We will define the stakeholders in the process, including the role of family carers and employers.

- Overview of normalisation and the Five Accomplishments
- Overview of the development of supported employment
- Why we have supported employment
- The welfare to work context
- Who are the customers? Involving families, carers and employers

Evidence based practice

The session has been designed to build an understanding of the latest evidence base for supported employment in the UK. An overview of the personalisation agenda will be included in this session to discuss in detail the impact on the customer and the service provider and how to prepare for the challenges the agenda presents.

- Best practice and the supported employment model
- Personalisation and personal budgets
- The client as customer
- Links to education and transition support
- Lessons from Jobs First, Getting a Life and Right to Control

Client engagement and referral

This session explains the stages to be followed in the client engagement and referral process. The session will discuss work expectations, the concept of job readiness and how we can motivate customers, and their support workers, to consider employment options. The session considers the collection and recording of personal information, confidentiality and disclosure. A particular emphasis will be placed on the importance of a multi agency approach to raising expectations of paid employment.

- Partnership working
- Outreach information & support
- Referral procedures
- Influencing expectations
- Fostering motivation

Day 2

Vocational profiling

Delegates will learn how to compile a vocational profile based on a person-centred approach. They will understand the importance of identifying an individual's skills, abilities, aspirations, support needs and learning requirements to develop an idea of the ideal job and co-produce an action plan with the disabled person. This session will include skills rehearsal.

- Planning and conducting a vocational profile
- Accessibility issues – accessible formats/communications
- Involving family and support networks
- Testing assumptions through activity eg work tasters
- Welfare benefits
- Identifying the ideal job

Identifying and tackling barriers to engagement

This session will focus on identifying barriers that people with disabilities have faced in attempting to securing paid employment. Delegates will learn how to address common barriers, client specific barriers, misconceptions, fears and myths.

- Basic skills screening
- Personal presentation

- Travel
- Family issues

Action planning

This session will look at developing an individual action plan based on the SMART objectives principal. Delegates will achieve an understanding of how to set objectives and targets and manage and progress a live action plan based on the vocational profile.

- SMART planning
- Exercise on objective setting

Day 3

Employer engagement - job finding

The session will focus on the importance of planning for successful employer engagement , seeing the employer as a customer, delivering a high standard of quality provision and understanding the needs and expectations of different employers.

- Delivering a high standard of customer care
- Understanding the employer's perspective
- Different employers with different needs (sectors/people)
- Understanding employer needs for quality & productivity

Employer responsibilities

Delegates will participate in group work to identify the responsibilities the employer has to the employee and how a range of associated barriers are recognised and addressed.

- Employee status
- Contracts of employment
- The rights of the employee

Canvassing the employer

This session will engage the delegates in role play and group discussion to highlight the importance of the need to conduct research and prepare employers for the successful recruitment and retention of people with disabilities. A range of subjects will be covered in detail in order to enable delegates to identify, generate and follow up leads with employers from all sectors of service and industry, public and private. Delegates will learn what works and what doesn't work, sharing good practice in the successful art of networking and marketing.

- Canvassing employers – skills rehearsal
- Marketing techniques
- Networking

- Where to look – cold calling & warm leads
- Labour market information
- Approaching the right people
- Understanding how employers recruit

Vocational activity

Delegates will be engaged in learning the value of arranging vocational activity in real workplaces. They will learn how to negotiate, agree terms and successfully manage a variety of vocational placements and transitional activity in coordination with educational activity.

- Employer site visits
- Day tasters
- Work experience
- Integrating workplace experience within a curriculum

Employer engagement - understanding the business case

Delegates will learn the values of equality and diversity from a number of case studies and examples. Group discussions will be conducted to identify the business, legal and moral case for recruiting people with disabilities. Some examples of objections will be discussed along with considered responses.

- Equal opportunities and diversity management
- The benefits to the employer
- Dealing with objections

Day 4

Job matching

This session will engage the delegates in role play and group discussion. Delegates will rehearse their skills of communication and negotiation to secure an interview for an advertised vacancy for their client. There will be an emphasis on delegates learning the importance of conducting a task analysis and understanding the workplace culture and how this impacts on their client.

- Going for the job - skills rehearsal
- Job analysis and breakdown of tasks
- Workplace culture & allies
- Reasonable adjustments
- Job carving
- Job creation
- Working interviews

Health & Safety / risk assessment

This session concentrates on several aspects of managing the welfare of the client in the workplace. There will be shared experiences to highlight the importance of realising a duty of care and the responsibilities for the service provider when agreeing terms for any element of vocational activity.

- Duty of care
- Health & Safety appraisals
- Mitigating risk through risk assessments
- Safeguarding

Preparation & workplace support

In this session delegates will learn to support the employer and the workplace by providing professional advice and guidance. Participants will learn to address any concerns prior to the client taking up a placement or paid employment. We will address travel training issues.

- Understanding the workplace culture
- Preparing the workplace – disability awareness,
- Language etiquette
- Travel training

Maintaining links

In this final session of employer engagement delegates will be encouraged to plan for future involvement with the employer and maintaining regular contact to identify additional opportunities for vacancies and placements.

- Agreeing arrangements for regular work placements and site visits
- Maintaining an interest in the business development of the employer
- Identifying additional support needs for the employer
- Inviting employers to events of interest
- Involving employers in project work
- Keeping in touch
- Identifying additional opportunities

Day 5

Induction

Delegates will learn how to ensure a positive induction to the workplace. The session will examine the working and social relationships with the client's workplace colleagues and

identify natural supports that can assist in developing a successful and sustainable placement.

- The employers legal responsibilities
- The employees responsibilities
- Employer policies and procedures (attendance, sickness, absence)
- Mission and values
- Identifying workplace buddies and mentors
- Social integration and welfare

Workplace training

The delegates will learn how to put effective workplace support and training into practice. They will understand a variety of training techniques to transfer skills to the client and encourage natural and appropriate support from the workforce to enable a faded support strategy.

- Using natural techniques and supports
- Backchaining
- Use of training data
- Fading of support

Specialist techniques

This session will give an overview of some of the specialist techniques available to train people with substantial learning disabilities within the workplace.

- Systematic instruction (TSI)
- Ecological inventories (exercise)

On and off the job support

The session has been designed to emphasise the importance of recognising support needs in and out of the workplace. Delegates will participate in an exercise of putting together a client specific training plan.

Career development & progression

Delegates will learn how to support the employee to develop their career and progress to achieving accredited qualifications and learn additional skills.

- Reviews and appraisals
- Performance and productivity
- Job satisfaction
- Accrediting skills development
- Learning new job tasks

Quality

Delegates will learn how their role and personal performance contributes to service quality

- Data control
- Service audit
- Customer service
- Customer feedback

Reflections of course

Delegates will be invited to evaluate the course.

- Reflection on their learning over the course and how this might impact on their practice