

16.28 Job Coaching

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to provide Job Coaching services to eligible participants.

Procedure:

Job Coaching is one-on-one assistance for participants involved in training programs that may need initial intensive training and/or require a specialized training approach.

Participants entering Job Coaching services are typically referred by the Human Resource Department or other county or state agencies.

Upon receipt of a referral, the Career Services staff member will meet with the participant and/or the referring counselor in order to obtain information about the participant's employment.

The Career Services staff member will contact the participant's employer in order to notify them of job coach participation. The Career Services staff member will also inquire as to the participant's job duties and the employer's expectations.

The Career Services staff member/job coach will be at the job site with the participant. The Career Services staff member/job coach will assist the participant in learning job duties, quantity/quality of work standards, workplace communication, interpersonal skills and appropriate work behaviors.

The Career Services staff member/job coach will assist the employer and/or the participant in resolving any problems that may occur.

In order for the participant to exit the service, the following discharge criteria must be met:

- The participant exhibits proficiency in performing the tasks of the job in which he/she was hired.
- The participant has demonstrated an inability to perform the tasks of the job in which he/she was hired and can no longer benefit from continued services.

Upon completion of services, all log notes are sent to the referring agency.