



Workplace Supports Training

The **Workplace Supports Training** is an eight-hour hybrid training designed for Job coaches with five corresponding training modules. Trainees complete two online, asynchronous, self-paced modules, and both of these modules must be completed prior to synchronous training. Each trainee is provided a comprehensive training manual to download prior, and the manual corresponds to each of the modules. Each trainee is required to take a pre-test before the training and a posttest once the live training is complete; trainee must pass the posttest with 80% or higher in order to receive their certification.

Asynchronous Self-Paced Modules

(Trainees must complete prior to synchronous session)

Module 1, Introduction to Job Coaching. This module provides an overview of the importance of employment for people with disabilities, the definition of supported and customized employment, the underlying values and assumptions aligned with the supported, customized, and Individual Placement and Support (IPS) models, what the role of a job coach is in supporting supported and customized employees in competitive integrated work settings, Ethics for job coaches, the philosophy of people first language and required monthly documentation for the State Office of Vocational Rehabilitation.

Module 2, Professionalism in the Workplace and Collaboration. This module provides an overview of job coach professionalism and overview of building collaborative relationships with the employee, employer, family, and others. The training objectives for module 2 are Job coach professionalism, building professional relationships with the employee, and related service providers, building professional relationships with the employer, and determining supervisors' satisfaction with the supported employee's job performance.

The self-paced, online modules are comprised of written text, embedded videos, and online discussion boards. Trainees are also provided multiple online resources that they can download and/or view later. The online modules typically take attendees 2-3 hours to complete.

Synchronous Modules

(Trainees must attend synchronous sessions from 9 am – 2:30 pm)

Module 3, Job Analysis: This module reviews how to conduct a job analysis in an applied employment setting. Trainees learn (a) how to identify and utilize natural supports in the workplace, (b) how to examine the workplace to maximize integration and increase employee worktime, (c) how to learn about specific duties and requirements of the job, and (d) how to outline skills needed for the employee to perform job duties.

Module 4, Systematic Instruction: This module reviews how to conduct a task analysis and implement systematic instruction. Trainees learn (a) how to develop a task analysis, (b) how to develop training objectives, (c) how to teach for the acquisition of new skills using systematic instruction, (d) how to develop compensatory strategies, and (e) how to fade from the job site.

Module 5, Accommodations and Assistive Technology in the Workplace: This module reviews accommodations and assistive technology in the workplace. Trainee learn (a) how to identify accommodation on an ongoing basis, (b) how to request an accommodation, (c) how to develop and implement individualized, low, medium and high-tech assistive technology as workplace accommodations, and (d) how to coordinate transportation to and from work.

Trainer:



Hillary Hase, B.S.

Ms. Hase has been working at the Center for Employment and Inclusion since October 2019 and provides the Workplace Supports Training through the Institute of Disability Research, Policy, and Practice. Hillary graduated from the University of Utah in 2014 with an undergraduate degree in Human Behavioral Science and Education with a minor in Disability Studies. Hillary has nearly a decade of experience working in social services providing vocational related assistance to a wide range of different populations including at-risk youth, veterans, individuals with disabilities, individuals with mental health and substance use diagnosis, and individuals transitioning out of homelessness. Prior to working at USU, Hillary worked at the Salt Lake City Homeless Shelter for the Road Home as their first Employment Specialist in a new pilot program. During her time there she also helped contribute to the development and implementation of the "Dignity of Work" program and is a member of the Utah Coalition to End Homelessness.