

PROVIDING A JOB COACH

A job coach, a case manager and a language teacher from Majakka-Beacon DP were used to ensure the employment of people who were immigrants and also had a disability. These new roles proved to be effective in the Finnish situation but what did they entail? The process of job coaching was a combination of the following steps:

- Sorting out the interests and preferences of individual job seekers;
- Searching for a specific job;
- Constructing the training plan including on-the-job-training and social skills training;
- Drawing up the support plan including the support of job coach, "natural" support and a fading out or gradual reduction of support;
- Resolving employment issues such as the work contract and level of wages;
- Supporting the implementation of the training and support plans, including providing services for employer.

The case manager planned and coordinated the social, health care, training and other services and integrated them into a coordinated programme. Case management could be described as the combination of the following steps:

- Assessment of service needs;
- Drawing up the action plan together with the client;
- Finding and coordinating the required services;
- Monitoring and follow-up to secure the progress of the process.

The professional backgrounds of the job coaches and the case managers were quite varied, ranging from people with academic degrees, specialist vocational qualifications or vocational qualifications. The job coaches and the case manager (plus the language teachers) who worked in the DP attended an 18-study week multiform training programme – the TRADES Diploma – that focused on supported employment and case management. This training programme had been developed in the previous EMPLOYMENT Community Initiative and was partly based on the Irish "Diploma in Training and Education in Supported Employment". The training course was carried out as vocational extension studies in collaboration with university centres for continuing education. It proved to be a very popular option, as nine TRADES Diploma training courses were held over four years, that catered for 250 students.

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