



Remote Job Coaching Services

Many employers are familiar with job coaching, an onsite support service that assists an employee with a disability to learn the job.

Traditionally, a job coach provides this service onsite in the work environment. However, there are times when providing services onsite may not be preferred or possible. In these situations, remote job coaching may be a good solution.

Remote job coaching gives employers an innovative way to meet their hiring and onboarding needs.

A Variety of Methods

Technology offers creative ways to provide job coaching services remotely.

Examples of remote job coaching may include:

- Apps that break activities into a sequence of easy-to-follow steps, setting reminder alerts, and creating to-do lists
- Using apps like FaceTime, Google Hangouts, Skype or Zoom to model new job tasks, observe task demonstration, and communicate feedback virtually
- Communicating through voice or video calls or text messaging to assist with problem-solving and offer feedback

Workplace Policies

Providing remote job coaching may require an employer to consider modifying a workplace policy. For example:

- Modifying policies to allow an employee to use a smart device to access remote job coaching services
- Allow for flexibilities in the employee's schedule to accommodate remote job
- Offer a quiet and private space for the delivery of services
- Establish confidentiality rules for privacy, proprietary employer information and video calls, pictures and recordings
- Address any security concerns

Equipment Considerations

Many employers and employees are familiar with the technology used to provide remote job coaching services. The key to effective delivery is to identify the right equipment for the service and create an environment conducive for success.

Equipment may include:

- smart device
- video camera
- microphone
- headphone, and/or ear buds

Also, most remote services need internet access and require a downloaded application (app).