



A Case Study of Job Site Training: An Employment Specialist Using Best Practices

Preparing for Work

Lucia is an employment specialist. She is supporting Matt who just got a job as a patient transporter in a nearby hospital. Matt's father planned to help Matt get ready and then drive him to work once he became employed, but Matt now has to be at work at 7:00 a.m. It will be tough for his father who works the 3rd shift to help him get ready. Matt now needs to wake himself up and prepare for work independently. Lucia knows that Matt struggles to get out of bed and get going in the morning. Matt's dad has concerns about this impacting his ability to keep his patient transporter job long-term. Lucia works with Matt and his dad to create a picture schedule of Matt's morning routine and shows them both how to set alarms on Matt's phone. Matt and his family practice this prior to his first day of work.

On-the-Job

On Matt's first day of work, Lucia meets him at the hospital for his orientation and assists him with completing his mandatory online training. Matt's second day of work is more hands-on, and Lucia takes lots of notes and pictures so she can make a visual support. Matt learns how to use the computer system, how to safely maneuver patients through the hospital, and how to clean wheelchairs. These are his main job duties. Lucia can tell right away that Matt needs assistance determining which room to take patients to in the Imaging Department because none of the rooms are properly labeled. She also determines that he will need a visual support to help him clean the wheelchairs in the order his coworker Susan showed him is necessary for proper cleaning. Lucia notices that Susan seems to be the go-to person in the department for questions. Later in the day when Matt has questions about the wipes, he uses to clean the wheelchair, Lucia prompts him to find Susan. Matt picks up on how to use the computer system right away. By the end of the second day, Lucia is able to fade her proximity by standing at the end of the hallway instead of at the desk with Matt when he uses the computer to check-in a patient.

Over the next few weeks, Lucia arrives the hospital just before Matt to make sure he arrives on time and looks professional. During his shift, Lucia shows Matt how to use his picture support to clean the wheelchairs independently. Matt still struggles with knowing the different rooms to put patients into when he goes to the Imaging Department, so Lucia talks to the Charge Nurse about creating new labels for the doors.



The charge nurse loves the idea and admits that the entire department struggles with figuring out where to put patients when bringing them to the unit. Susan overhears and volunteers to work with Matt to create room signs. Once the signs were in place, Lucia only needed to spend about 50% of her time with Matt.

Navigating Social Situations

When Lucia is with Matt in the hospital, she notices that Matt is so friendly with his coworkers that whenever he recognizes someone in the hallway he stops and tries to strike up a conversation. He does this even if the coworker is with a patient or clearly busy doing a task. Lucia points out to Matt that if a coworker is with a patient that this is a natural cue indicating that a coworker is busy and cannot stop to talk. They talk about times when it is appropriate to socialize with coworkers, such as in the lunch room or in the lobby when both workers are leaving for the day. She makes Matt a visual reminder of cues that signal it is not time to talk to coworkers. Over the next two weeks, Lucia notices a big improvement in Matt's disrupting coworkers who are busy.

Fading Support

By the end of the third month, Lucia is only checking in with Matt once a week to make sure he is doing well. His managers and coworkers give glowing reports and Matt continues to use the supports Lucia put in place.

Key Take-Aways

- Lucia makes sure Matt does what is needed before he even gets to the job by helping him make a plan to get up and be ready on time for his shift.
- Lucia is observant on-the-job. She pays attention to what tasks Matt will need support in completing and takes note of key employees in different departments that will help Matt be successful on the job.
- Lucia makes visual supports and designs other teaching strategies that are specific to Matt's needs in the employment setting.
- Lucia considers factors beyond just job tasks to make sure Matt will be successful at the hospital. In this case, she makes sure he learns social norms that are necessary in the work environment.
- Lucia is mindful of removing her support and fading her proximity as Matt gains skills on-the-job. This sets Matt up for long-term independence.