

# A day in the life of a Job Coach

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## How long have you been with atWork Australia and how long have you been in your current role?

I've been in my current role since commencing employment with atWork Australia in August 2019.

## What does a normal day look like for you?

I begin by printing my diary and working out the day ahead and then scheduling the other tasks I'm required to do (that are not provider appointments) into my day to ensure they get completed. While in appointments with clients, we tend to review the jobs board and all other job searching websites to see if there's anything suitable for the client. If so, we either refer via the job board and prepare the client to be contacted by an Employment Engagement Consultant or I myself get on the phone to the employer and market my client into suitable employment. I schedule time to review my reports to see if there's anything I need to make note of and then spend the last hours of my day catching up on all other administrative tasks.

## How many clients do you service?

I'm currently servicing only 36 people which is quite low for my caseload as it normally sits around 40/50 clients. However, it is allowing me to have more personal connections with clients due to having some extra time in my diary.

## On average, how many clients do you service in a day?

I roughly service anywhere from 6-10 clients a day depending on my diary structure and how many clients I'm working with at one given time.

## What is the most rewarding part of your job?

The most rewarding part of my job is seeing the positive changes people take in their lives that allow them to develop the skills to re-enter the workforce.

## What is the most challenging part of your job?

The challenge I find the hardest to work through is the mindset of clients who haven't fully been advised of what's going on and that they have a capacity to work by Centrelink. Then they come

across to me without knowing what's going on and we have to spend the first couple of weeks changing their mindset around working and their capacity.

## What was the first six months like for you in your current role?

The first six months of this job were very challenging for me. I was really struggling to retain the information and understand what was required of me and how to change the mindset of these clients. As I came in with no prior experience, only administrative, I soon had to take it upon myself to do extra learning about working with people living with disability and how to have conversations and be able to work with these clients. Although it was hard, it allowed me to be in the place I am now and develop strategies that I implement still to this day.

## If you could give a new team member any advice, what would it be?

One piece of advice I would give is; be a sponge and absorb everything you can from your colleagues. Ask to shadow, ask for more clarification if you don't understand, ask what worked for them and what doesn't. Trial and error was my best friend and I would highly recommend new staff to do the same. Take notes and ask questions.

## Can you give us an example of a good news story you have had with a client of yours?

David was living out of his car and living paycheck to paycheck with no desire to get back into the workforce. For the last 17 years, he was addicted to meth and being clean was the first step of getting him job-ready.

We secured him employment in traffic management. With securing employment, we were able to get David a house and for the first time in three years he had his own bed. David to this day is still employed in traffic management and has now been clean for a year and is on his way to getting his life fully back on track.