

A day in the life of a Job Support Coach

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

I have worked for atWork Australia for nearly three years and I have been working in my current role for about two years now.

What does a normal day look like for you?

Every day, I support clients who are in ongoing support with the aim of maintaining their employment. You can find me working in the office or being out of the office, visiting clients and their employers at their various workplaces. I'm often required to provide additional 1:1 workplace support for many of my clients who require extensive ongoing support.

How many clients do you service?

At the moment, my caseload consists of approximately 40+ clients.

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

Normally, I can service between five to seven clients in a day.

What is the most rewarding part of your job?

Helping clients remain in their employment through the support I provide them.

What is the most challenging part of your job?

Having to help some clients to stay in their jobs when they ideally wish to quit their job.

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

I became the first official Job Support Coach at atWork Australia, so I felt a bit strange at first. It was a very odd feeling to begin with and I almost felt like I was a trailblazer for a while. Now I am part of a great team of Job Support Coaches.

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

I would say to them that they are very fortunate to work for a company that values its staff and tells them that if they are willing to work hard their efforts will be recognised.

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

I assisted my client Jamie with staying in her job. Jamie felt like quitting her job and required additional mentoring and coaching to make her feel more empowered in her job. Through the extra support I provided, Jamie feels now more suited to work in her role and describes it as meaningful work. Jamie described me as very trustworthy. She feels comfortable talking to me about anything that is troubling her. Jamie is very happy with the current level of ongoing support that she is receiving and I am working towards making her an independent worker.