

DE podcast episode 2: Jobcoaching

Speakers:

Jenny (J), Silvia (S), Mr Wallenwein (W), Ms Reidenbach (R)

Intro:

Stay inclusive – the inclusion podcast

Ideas and good practices around the transition from sheltered workshops to regular employment with Silvia and Jenny from University of Applied Labour Studies

Introduction:

J: Welcome back, Silvia.

S: Yes, hello Jenny. I'm happy to be able to record the new podcast together today.

J: That's right, today is our second podcast, dear Silvia. We already talked about job coaching in the last podcast and had three clients as guests. And today we have two very special guests again.

S: We are happy to welcome Ms Reidenbach and Mr Wallenwein from the Diakoniewerkstätten Rhein-Neckar, Mannheim. Both have been employed in the Diakoniewerkstätten for many years and have the task of accompanying people with disabilities, people with mental disabilities, on this path as job coaches.

J: And how this path can succeed, what makes job coaching special and how it can contribute to placing people in the general labour market is what we will talk about today. Enjoy our new podcast episode.

Main part:

S: Yes, Ms Reidenbach, Mr Wallenwein, it's nice to have you with us today at the Federal Employment Agency University. We are pleased to be able to conduct this interview together. The first question, Mr Wallenwein: Can you tell us how long job coaching has been available at the Diakoniewerkstätten?

W: Yes, job coaching at the Diakoniewerkstätten started around 2010. However, before that, attempts were already made to place people in the regular labour market, because that is also part of the sheltered workshop regulations.

S: Many people are not familiar with the term job coaching. Can you briefly describe it? What is job coaching, Mr Wallenwein?

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W: I understand job coaching to be the accompaniment of a person to the primary labour market. Many people come to the sheltered workshops with the wish to work in the regular labour market and the activities within the sheltered workshops are also very limited.

S: Yes, very nice. Ms Reidenbach, how does the job coaching work?

R: Well, when a client shows interest in job coaching, there is a fixed registration procedure that goes through the social services in the sheltered workshops. We then send a reply and the clients are put on a waiting list because we are currently booked out with current cases. We then make initial contact with the clients in a timely manner. We discuss which areas they can imagine doing a work placement in. In the meantime, we also have companies that approach us with the wish to take on a trainee, and we look for suitable clients in the sheltered workshops or vocational training.

S: Very nice. Ms Reidenbach, what do we have to imagine? What do clients or people with disabilities who are in your sheltered workshops have to bring with them if they want an internship or an external job?

R: Well, the key qualifications are punctuality, stamina, reliability, friendliness, retentiveness, interest in the activities in the respective areas. That you also ask the boss why it is done that way. And the will to pursue: When the application procedure is over, one also makes an effort oneself so that something moves forward. And in our area it is important that our clients are self-drivers, because they should be able to reach the companies by public transport.

J: Now we have already heard a lot about how the registration procedure for the clients is, what the clients have to bring with them. Mr Wallenwein, I am now also interested in the companies. What is the contact like with the companies you work with in the context of job coaching?

W: Yes, it is very different. At the beginning of the internships, we are in the company quite often, so we accompany the first few days. Then we visit the company every week and talk to the supervisor. We look to see what needs there are that can still be covered and then, in the case of longer internships, the contacts decrease in the time frame.

J: And how do you choose the companies? For example, what is the initial contact like? How does that come about?

W: Yes, it's very much the wish of the client we accompany that counts. Maybe it fits in with some of the cooperating companies we have. If the client's wish cannot be covered by a cooperating company, we have to do some canvassing and then we phone the companies to see if they are willing to offer a work placement.

J: What distinguishes a good company for you, Ms Reidenbach?

R: When companies approach us and express interest in taking on trainees directly, be it for a trial period, or for a long-term traineeship, or the options of turning it into an outsourced workshop job or an employment subject to social insurance contributions, then we have to see: What is the accessibility? How flexible are our clients? We have to address perspectives directly so as not to disregard the wishes of our clients. And we have to make realistic assessments of the time of the internship: How long is it possible? How long do our clients last? That is very, very different.

J: Thank you, Ms Reidenbach. In which sectors do you have contacts with the companies and which activities are mainly completed, for example in internships?

R: Here, too, we go according to the wishes of our clients. There are the areas of housekeeping, laundry (activities: folding laundry, using the finisher). Kitchens and canteens are also often our cooperation partners. There are internships in the field of cleaning, employment of senior citizens, caretaker work, storage. We have also had a client who assisted at a horse farm. Hotels, kindergartens, sports clubs, crafts, sales, food - it's all there.

J: That sounds very diverse in any case. Mr. Wallenwein, what do you say about the activities?

W: I would like to add that we see our people as the so-called "third hand" that keeps the professional staff free for actual tasks. For example, in a home for the elderly, they bring the water bottles to the people, read out the menu or anything at all, accompany them to certain places, so that the professional staff have their backs free for other activities.

J: This is a great relief and also a great win-win situation for their clients and for the specialist staff, who of course also have time for other things. Mr Wallenwein, what are the follow-up perspectives after job coaching and after the internship?

W: Yes, there are different experiences. On the one hand, we have clients who come back after an internship and say: "That was my life's wish, I really wanted to work in a food market, for example. But I imagined it quite differently and now I'm happy to go back to the sheltered workshop." This experience is also a gain. Or we can offer an outsourced job. This means that the person is still formally a member of the sheltered workshop, but works in the general labour market. Or we can arrange a job on the general labour market with the employer that is subject to social insurance contributions.

J: So there are three different paths that can be followed there: The first is reflection and return to the sheltered workshop. The second is the outsourced job and the third path is actually the transition to the general labour market.

W: What we also have is the possibility within the framework of an outsourced workplace that people work two to three days a week in the company and two to three days in the sheltered workshop, in order to simply be able to make contact with other sheltered workshop participants.

J: So it's a kind of mixed model of options 1 and 2.

S: Yes, wonderful, now we have heard a lot from you, Ms Reidenbach and Mr Wallenwein. We have already reached the end and then my last question would be addressed to you, Ms Reidenbach. What makes job coaching special? What do you like about your job, which you have been doing since 2011?

R: What I love about my job is the flexibility that I bring with me and also the flexibility that many clients bring with them when they ask us to take them into job coaching. I like to celebrate successes together. The clients' feelings of success then also affect me and I can rejoice with them.

S: Mr Wallenwein, you have been employed as a job coach at the Diakoniewerkstätten for one year longer, since 2010. What is your opinion? What do you like about your job? And what makes job coaching special for you?

W: Yes, one day is not another. It is very versatile, very dynamic. I love accompanying our people with their desire to enter the first labour market. I really enjoy observing the development of our people on the general labour market. Potential is suddenly awakened. That is simply very gratifying. A person who said in the job interview that he can't read and write and then learns to do so in the internship. These are success stories. It makes your heart swell.

S: Wonderful. Thank you very much, Ms Reidenbach, Mr Wallenwein, for the interview you gave us. We are delighted. Thank you very much. Dear Jenny, I'll hand over to you.

Closing:

J: Thank you for your time as well. Today we had Ms Reidenbach and Mr Wallenwein as guests on our podcast. They told us how job coaching works for the clients and for the companies and what they love so much about their job as job coaches. You can also listen to our other podcast episodes. You can find the links in our show notes. Thank you very much for listening.

Outro:

That was "stay inclusive - the inclusion podcast".

Ideas and good practices around the transition from sheltered workshops to regular employment.

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