

Case study: Job coaching

Shaw Trust

Our customer suffers from cerebral palsy which means that he has severe mobility limitation down one side of his body. His employer was finding it difficult to accommodate his disability in some areas of work in the store in which he worked.

We assigned to our customer and his employer a Shaw Trust job coach who:

- Worked with the employer to look at roles available to our customer
- Considered what the customer was able and not able to do
- Explored ways around some of the work that it was believed could not be done which included the level of height at which he could work and weights he could reasonably carry.

We often find the skills of the job coach are really helpful in getting employers to understand that with a few reasonable adjustments it is possible to accommodate a variety of disabilities. In this customer's case, the job coach discovered that it was possible for him to complete all of the tasks required and worked with the employer and some of the other staff to create a new area rota. This meant that he could stack things below eye level, and was designated areas where there was no glass or other fragile goods to be stacked. Overall, the employer got exactly what he would have got had this role been given to a non disabled person, without any additional cost to the business.