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File: Teaching the Job

## Supported Employment Specialist

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W O R K P L A C E I N C L U S I O N & S U S T A I N A B L E 1

### Teaching the Job

The Job Analysis provides a lot of the details of the overall job and expectations of the employer. Training the consumer to consistently complete specific tasks of the job requires a look at each step in the task. The Job Task Analysis provides a specific description of the job tasks and defines

the final job task(s) and job responsibilities to be completed, including the employer's expectation of performance, the discrete steps or procedures to reach the defined job task(s) and responsibilities, and the training strategy or supports that must be provided for the consumer to perform each of the steps to complete the required job task(s) and responsibilities.

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# Job Coach / Skills Trainer

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UNTWISE

## Examples of using the Task Analysis form

In example “A”, the Task Analysis form is being used to identify the tasks that need to be completed, the time it takes to complete the task and the tools needed to complete the task. During the task analysis, you may identify a task that may need additional breakdown. Notice the titles “Time”, “Tools”, “Adapt” were manually written in so we could list the data under them.

**A**

Task Analysis					
Employee: <u>Jane Doe</u>	Job Site: <u>Super Health Spa</u>				
Trainer: <u>Mary Smith</u>	Task: <u>Front desk and housekeeping</u>				
Task Steps:	Time	Tools			Adapt?
clock-in	1m	time card and clock			
Answer phone	30s	phone			
Check-in members	2-3m	card reader, towel, key rack	*		
Wipe down machines	15-20m	towel and cleaner			
vacuum lobby floor	30m	vacuum			
clock-out	30s	time card and clock			

**B**

Task Analysis					
Employee: <u>Jane Doe</u>	Job Site: <u>Super Health Spa</u>				
Trainer: <u>Mary Smith</u>	Task: <u>Front desk and housekeeping</u>				
Task Steps:	Time	Tools	Adapt		
clock-in	30s	time card			
Answer phone	30s	Phone			
Check-in members			break down steps		
Greet member	15s				
Swipe membership card	1m	card reader			
Offer towel	15s	towel			
Trade keys for towel	15s				
Hang keys by members last name	15s				
Wipe down machines	15-20m	towel and cleaner			
vacuum lobby floor	30m	vacuum			

In example “B”, the Task Analysis form is showing the break down steps for the Check-in Members task.

In example “C”, the Task Analysis form is being used to track the progress of the consumer. List the dates across the top columns and use some tracking code in the column below to show how the consumer is doing for each task. The example used in the training were

**C**

Task Analysis					
Employee: <u>Jane Doe</u>	Job Site: <u>Super Health Spa</u>				
Trainer: <u>Mary Smith</u>	Task: <u>Check-in members</u>				
Task Steps:	1/10	1/11	1/12	1/13	1/14
Greet members	-	+	+	+	M
Swipe membership card	-	-	-	+	+
Offer towel	-	-	-	-	+
Trade keys for towel	-	+	+	+	+
Hang keys by members last name	-	-	+	+	+

- + means the worker completed the step correctly without any assistance.
- means the worker needed assistance to complete the step or completed it incorrectly.
- M means the worker has “mastered” the task.