

Competence Framework

Competence Area Work Process	Level 4 – The Junior Job Coach Self-manage & supervise within changing guidelines of routine work/ study contexts; take responsibility for evaluation & improvement of work/study.
Engagement	
The ability to be unbiased / non-judgmental	Promotes respect and appreciation for diversity and individual differences in the workplace.
The ability to motivate the coachee	Able to encourage the ambition, motivation and dedication of the coachee.
Being capable of building a strong relationship with the coachee.	Able to build an effective relationship with coachee and other relevant support persons at school and at the workplace. ...can also set limits to his/her support: knowing who to refer to if coachee is unable to solve the problems or has problems outside the workplace.
Confidentiality/ Reliability	
Confidentiality, empathy, sensitivity	Able to build an empathic, trusting relationship with the coachee as best basis for guidance.
Reliability	Able to provide a reliable helpline for coachee during the practice in the workplace.
Punctuality	Able to support coachee to fulfil the agreements made and accept the consequences.
Analysis and Problem solving	
Negotiation, advocacy and mediation skills	Able to assist coachee to solve conflict in the workplace.
Openness to ideas / Creativity	Able to shows openness to ideas and creativity in communication with coachee.
Has the knowledge of working conditions and responsibilities and the ability to transfer experiences	Able to transfer own experiences and knowledge of educational assignments and working conditions and responsibilities.
The ability to track progress	Able to track progress in view of the tasks coachee has to perform.
Critical thinking skills	Able to use critical thinking skill to support coachee to solve problems.
Reassurance / Affirmation	
The ability to empower the coachee	Enables coachee to develop successful strategies to cope in the formal environment of an organisation or company.
The ability to value success	Able to support coachee to evaluate and qualify own results in the workplace and what has been learned during the work.
Has the patience of discussing the coachee's uncertainties	Able to let coachee develop an overall resilience in order to navigate changes in their professional or working place environment.
Guidance	Able to support coachee to develop an overall resilience in order to navigate changes in their professional or working place environment.
Communication	
Giving feedback and criticism	Able to give (and receive) feedback and criticism.
Communication skills (Verbal and non-verbal language, Writing skills)	Able to use diverse communication skills (verbal and non-verbal language, writing skills, social media).
The ability to establish contact	Able to build and maintain networks and contacts with people who are, important to achieve work-related goals.
Coaching techniques	Able to use coaching techniques tailored to the coachee in question.
The ability to ask the right questions and help the coachee reach his/hers own potential	Able to ask the right questions and help the coachee reach his/hers own potential.