

## How to become a

# Personal Support Worker Job Coach

### A step-by-step guide

#### Provider Navigators are here to help.

They can help you with every step of the home care sign up process. They can also help you find work.

[Learn more](#) about the program and sign up.

Support people  
with intellectual  
and developmental  
disabilities at work.

1

Review application  
form. Find an  
office close to you.

2

Go to an office  
to apply. Bring  
valid ID.

3

Fill out  
background  
check forms.

4

Go to an  
orientation.

5

Get an email with a  
welcome letter and  
provider number.

6

Complete the  
free training for  
new workers.

7

Complete additional  
free training for Job  
Coaches.

8

Set up accounts  
to find work, track  
hours and get paid.

9

Submit payroll  
forms.

10

Get authorization  
to work with each  
person you support.

11

Start working on  
the agreed upon  
date.

**Did you know?** You can also apply to be a Homecare Worker and Personal Care Attendant. You can be enrolled for all roles at the same time.

**Learn more about  
each step starting  
on page 2.**



**Work that matters starts here.**

Apply Now: [OregonHomeCareJobs.com](https://OregonHomeCareJobs.com)

# How to become a Personal Support Worker Job Coach



Check your email often, including the spam and junk folders. You will get messages that:

- Ask you to take action to continue to apply
- Share information about next steps
- Ask for more information about you

Additional step-by-step information

To be a Job Coach, you will first enroll as a Personal Support Worker. You will then take Job Coach classes. A service coordinator will work with you on these next steps.

1

## Get ready and review

Review the Personal Support Worker [application form](#). You will fill out this form. You will follow the steps to be a Personal Support Worker and do additional training to be a Job Coach.

Use this [online map](#) to find an office close to you. Select “developmental disabilities services” to make sure it is an office that can help with your application.

2

## Go to an office to apply

Fill out the application form before you go or while you are at the office. Remember to check the box for “PSW Employment Job Coach.”

**You must bring:** A valid government-issued ID that shows proof of who you are.

You will get an email from the Employment Training group. It will have information about Job Coach training.

If you already know someone you want to support, their case manager can start the process to get payroll forms set up (step 9) while you complete the next steps. A case manager works with people who can hire home care support.

3

## Fill out the background check forms

You will get an email from ORCHARDS. This is the system used for the background checks. The email will give you the steps to complete your background check.

**This can only be done online** through the ORCHARDS portal.

**Important:** You must complete the background check within seven days of getting the email. If you need to get fingerprints you have 21 days to finish that step. If you do not finish the steps in the given time, you will need to start the process again. It takes three to six weeks to get the results of your background check.



---

**4****Go to an orientation**

There is an orientation for new Personal Support Workers. **The orientation is in person.** It is six hours long. To sign up, visit the [Carewell Learning Portal](#).

**You can go to orientation while your background check processes.** You must pass your background check to move forward with enrollment.

**Important:** The orientation must be done within 45 days of submitting your application forms (step 2).

---

**5****Get a welcome letter and provider number**

After you finish steps 1 through 4, you get a provider number. This number comes in email as part of your welcome letter. You will use the number when you work as a Personal Support Worker and later as a Job Coach.

---

**6****Complete the training for new workers**

Do the free training classes on the Carewell Learning Portal. They are online.

**Important:** You must complete the new worker training within 120 days of getting your provider number. If you do not, the number will no longer be active and you will have to enroll again.

You can support people as a Personal Support Worker while you complete new worker training by following steps 8–11 below. These are required.

You can do Job Coach training (step 7) while you finish the new worker training.

---

**7****Sign up and complete the additional training for Job Coaches**

Create an account on the [Workday Learning](#) platform to sign up for the free Job Coach training. There are 12 classes you must complete. It takes a total of around eight hours. The classes are online. You do not need to take them all at once.

You will email the Employment Training group after you are done with the classes. Let them know you have completed them.

You will get an email with an updated letter. This letter confirms your credentials. Your provider number stays the same. You can now get authorizations to support people at their jobs as a Job Coach.

---

**8****Set up accounts to find work, track hours and get paid**

Create an account on the job website [Carina](#). This is where you can match with people who want to hire home care support. Add "Job Coach" in your profile information.



Create an account in the [Express Payment & Reporting System](#). Watch online lessons to help you set up and learn how to use it. This is how you track your time and get paid for work when you get authorization to work with someone.

**You can set up these accounts while you train. You must complete the trainings and get your updated letter before you can work as a Job Coach.**

---

## 9 Submit payroll forms

A case manager sends a referral to [Public Partnerships LLC](#) when you and a person who wants support decide to work together. This is the company that manages payroll for Personal Support Workers. They will call you when they get the referral.

You will fill out a provider enrollment form with them when you first start working as a Personal Support Worker or Job Coach.

You will fill out payroll forms each time you work with someone new. This will include W-4 and I-9 forms. You can get these forms from an office or Public Partnerships LLC.

You will need to have valid supporting documents for the [I-9 form](#) that show you have legal permission to work.

---

## 10 Get authorization to work with each person you support

Sign a service agreement for each person who hires you. Return the agreement to your local office.

You cannot work with someone until you get a valid service agreement. It can take several weeks to receive it.

---

## 11 Start working on the agreed upon date

Support people you are approved to work with at their jobs as a Personal Support Worker Job Coach. Follow the service agreement.

Log your hours in the Express Payment & Reporting System.

As an enrolled home care provider, you can now get a [professional development certificate](#) from the Oregon Home Care Commission to increase your pay per hour.