

## Navigator

## Coach

### Purpose

Concierge support for navigating resources, services and care

1:1 specialized sessions to discuss needs and necessary support

### Description

First point of contact for Joshin users, gathering member details to inform personalized recommendations in:

- Joshin platform
- Available benefits
- Personal community
- Employer processes

Subject matter expert network of coaches that works with members to meet their goals in following areas:

- Educational
- Financial
- Professional
- Social-Emotional

### Background

Social Work, Healthcare, Customer Service, Case Management, Human Services

Lived, Licensed, and Professional Subject Matter Expertise related to Disability and Neurodivergence

### Communication Type

In-platform:

- Requests
- Chat
- Call
- Video

In-platform:

- Chat
- Call
- Video

### Examples

- Locating Healthcare Providers
- Exploring Evaluation Options
- Managing Workplace Accommodations
- and more!

- 504 and IEP Plan Advisement
- Financial Independence
- Executive Functioning Strategies
- Self-Disclosure in the Workplace
- Stress Response Management



Hi Ava, I'm Paula, your Joshin Navigator. How can I support you today?

Hello there! I need support navigating an Autism diagnosis. Where should I start?



**Angela B.**



Workplace Integration Coach

