



# Do Service Coordinators Coach?

Coaching is a capacity-building interaction style. A primary role of the service coordinator is to support and strengthen the capacity of caregivers to be strong advocates, promote child participation in family and community activities, make informed decisions, and ensure their family and child's well-being.

Service Coordinators Can Coach to Help Families:

- Identify and prioritize their goals for the child.
- Identify the resources and support they may need to achieve their priorities.
- Reflect on their role in achieving identified outcomes.
- Make informed decisions about transitions.

Tips for Using a Capacity-Building Coaching Approach to Helping Families.

## Joint Planning

End each conversation with a concrete joint plan for what the parent agrees to do after the meeting and when the parent would like you to follow back up with them.

## Action/Practice

Give caregivers plenty of opportunity to practice the skills they need to make deliberate decisions and advocate for their child. Support their role rather than rescue them from it.

## Observation

Observe where caregivers need more scaffolding and support and modify your support to make sure you are creating capacity rather than fostering dependence on you.

## Reflection

Use open-ended reflective questions to help caregivers analyze the advantages and disadvantages of their options, develop alternative ideas, and plan specific actions they want to take.

## Feedback

Affirm the caregiver's ideas and provide information when needed to empower families to make informed decisions.