

Specialized Live Support

Navigator

Coach

Purpose

Concierge support for navigating resources, services and care

1:1 specialised sessions to discuss needs and necessary support

Description

First point of contact for RethinkCare (Formerly Joshin) users, gathering details to inform personalized recommendations in:

- RethinkCare platform
- Available programs
- 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