



# VRJ Context Guide — Cleaning Services Employment

*(Informative)*

*(Vocational Rehabilitation Job Coaching Quality Service Standard)*

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## 1. Purpose and Status of This Context Guide

This Context Guide supports application of the *Vocational Rehabilitation Job Coaching Quality Service Standard — Core* (“VRJ Core”) in **cleaning services employment contexts**.

This document is **informative**. It:

- supports interpretation and application of the VRJ Core;
- defines **context-specific Quality Outcome Criteria**; and
- provides context-relevant explanatory material.

This Context Guide:

- does **not** introduce new Quality Factors or Indicators;
- does **not** modify the scope or meaning of the VRJ Core; and
- does **not** prescribe methods, tools, staffing models, or operational procedures.

The VRJ Core Standard remains authoritative in all cases.

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## 2. Scope and Service Context

This Context Guide applies to **vocational rehabilitation job coaching services** provided to support **employment maintenance** in cleaning services roles.

Cleaning services employment contexts include, for example:

- commercial and contract cleaning;
- janitorial and custodial work;
- cleaning roles in offices, schools, retail, hospitality, healthcare-adjacent, or similar settings; and
- in-house or outsourced cleaning positions.

This Context Guide applies **only** to job coaching services supporting:

- sustained job performance;
- workplace adaptation;
- employment stability; and
- continuity of employment.

This Context Guide does **not** apply to:

- job development or placement;
- pre-employment training programs;
- employer operational procedures; or
- evaluation of the quality of cleaning services themselves.

Employer expectations are treated as **contextual facts**, whether formal or informal. These expectations may include **safe performance of assigned duties consistent with workplace rules and practices**, as safety is a component of acceptable job performance in cleaning services employment.

This Context Guide does not assume or require that employers operate under any formal quality management or certification framework.

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### 3. Characteristics of Cleaning Services Employment Relevant to Job Coaching

Cleaning services employment commonly involves the following characteristics, which are relevant to job coaching quality evaluation:

- **Structured but repetitive work** performed across shifts or locations;
- **Task sequencing requirements**, often involving multi-step routines;
- **Time-bound performance expectations**, including completion within defined shifts or schedules;
- **Variable supervision**, ranging from close oversight to periodic inspection;

- **Physical movement and endurance demands**, including standing, walking, lifting, and repetitive motion;
- **Routine variation**, such as changes in assigned areas, schedules, or cleaning products.

These characteristics describe the **employment context**, not preferred work practices or methods.

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## 4. Application of VRJ Core Quality Factors in Cleaning Services Employment

This section applies the VRJ Core Quality Indicators to cleaning services employment through **context-specific Quality Outcome Criteria**.

Outcome Criteria describe conditions used to evaluate quality; they do not prescribe actions or methods.

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### 4.1 Protection from Foreseeable Employment Harm

Quality is supported when foreseeable risks to employment continuity in cleaning services roles are identified and addressed within the job coaching role.

Context-specific Outcome Criteria may include:

- recognition of foreseeable employment risks related to pace, fatigue, supervision, or schedule changes;
  - appropriate escalation when issues exceed the job coach's scope; and
  - avoidance of actions that place the worker at risk of disciplinary action or job loss.
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### 4.2 Sustained Job Performance at Employer-Acceptable Standards

Quality is supported when job coaching services contribute to sustained performance that meets the employer's actual expectations.

Context-specific Outcome Criteria may include:

- alignment of support with assigned cleaning duties;

- attention to consistency and reliability over time; and
  - responsiveness to changes in employer expectations.
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### **4.3 Functional Independence and Appropriate Support Balance**

Quality is supported when job coaching promotes increasing independence without premature withdrawal of necessary support.

Context-specific Outcome Criteria may include:

- avoidance of task substitution by the job coach;
  - adjustment of support intensity based on observed performance; and
  - maintenance of the worker's role as the person performing the job.
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### **4.4 Respect for Worker Role, Dignity, and Autonomy**

Quality is supported when job coaching interactions respect workplace norms and the worker's dignity.

Context-specific Outcome Criteria may include:

- conducting support interactions in a manner consistent with workplace expectations;
  - minimizing unnecessary visibility of support; and
  - protecting privacy in communications.
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### **4.5 Timely Recognition and Response to Employment Risk**

Quality is supported when emerging employment risks are recognized and addressed promptly.

Context-specific Outcome Criteria may include:

- early identification of attendance, performance, or supervision concerns; and
  - timely adjustment or escalation of job coaching support.
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## **4.6 Workplace Integration and Social Navigation**

Quality is supported when job coaching facilitates effective navigation of workplace relationships without substituting for them.

Context-specific Outcome Criteria may include:

- support for appropriate communication with supervisors; and
  - avoidance of isolation from routine workplace interactions.
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## **4.7 Continuity and Accuracy of Employment-Relevant Information**

Quality is supported when employment-relevant information remains accurate and continuous over time.

Context-specific Outcome Criteria may include:

- maintaining continuity when supervisors, locations, or schedules change; and
  - limiting information sharing to employment-relevant content.
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## **4.8 Scope-Appropriate Practice and Professional Judgment**

Quality is supported when job coaching remains within occupational scope.

Context-specific Outcome Criteria may include:

- avoidance of clinical, supervisory, or employer authority roles; and
  - appropriate referral or escalation when issues fall outside the job coaching role.
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# **5. Evidence Considerations in Cleaning Services Employment Contexts**

Evidence used to evaluate quality may include:

- observed job performance over time;
- patterns of attendance or reliability;
- employer feedback;
- worker self-report; and

- documented job coaching interactions.

Documentation may provide evidence but is **not equivalent to evidence**.

Evidence is evaluated against Quality Outcome Criteria, not directly against Quality Indicators.

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## 6. Use of This Context Guide in Quality Claim Statements

Where this Context Guide is used as part of quality evaluation, Quality Claim Statements should:

- identify this Context Guide by title;
- specify the scope of services assessed;
- identify the Quality Indicators examined; and
- state assumptions or limitations related to context.

Use of this Context Guide does not expand the scope of a Quality Claim beyond what is explicitly stated.

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## Appendix A — Cognitive Load, Task Sequencing, and Predictability Considerations

*(Informative)*

### A.1 Purpose of This Appendix

This Appendix provides functional considerations relevant to applying the VRJ Core in cleaning services employment contexts.

These considerations:

- are **functional**, not diagnostic;
  - may apply to individuals with intellectual or developmental disabilities as well as others with similar functional profiles; and
  - do not introduce requirements or prescribe practices.
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## **A.2 Functional Considerations in Cleaning Services Employment**

Cleaning services employment may involve functional challenges related to:

- following multi-step task sequences;
  - managing transitions between tasks or locations;
  - maintaining pace under time pressure;
  - responding to changes in routine or supervision; and
  - interpreting instructions or feedback.
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## **A.3 Relationship to VRJ Core Indicators**

These functional considerations may be relevant when applying Core Indicators related to:

- sustained job performance;
- functional independence;
- foreseeable employment risk; and
- professional judgment.

They do not alter the Indicators or their meaning.

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## **A.4 Limits of This Appendix**

This Appendix:

- does not describe disabilities or diagnoses;
  - does not provide clinical guidance;
  - does not prescribe accommodations or training methods; and
  - does not modify the scope of this Context Guide or the VRJ Core.
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