

Supported Employment Competencies

In 2011, this document was created by the Core Stakeholders, an advisory council for the Division of Developmental Disabilities. The purpose of the document is to serve as a guide for providers of employment support services. The items addressed are core skills areas for supported employment. These are not mandated requirements for employment support staff, but should serve as recommendations and best practices.

Supported Employment Philosophy

- Understands definition, basic values, purpose, and process of supported employment.
- Understands the principles and values of a person-centered approach .

Assessment and Career Planning

- Has ability to identify person's skills, interests, and experiences.
- Organizes and conducts a team meeting to develop an action plan.
- Understands the vocational profile/assessment.
- Interviews important people in the person's life to gain Information.
- Assists job seeker to write a profile which optimistically describes the person.

Marketing and Job Development

- Conducts ongoing neighborhood and business inventory.
- Identifies the characteristics of an ideal employment situation by listing the conditions, preferences, and potential contributions of the person.
- Identifies general types of jobs which are likely to provide the conditions, preferences, and potential contributions of the ideal employment situation.
- Develops listing of specific employers thought to have these types of jobs and develops strategy for contacting these employers.
- Understand how to develop a marketing strategy and media to communicate to employers especially the concepts of carved jobs, negotiated jobs and created jobs for the purpose of customized job development.
- Develops connections and referrals by using personal relationships and other means.
- Translates human service jargon, acronyms, etc. into plain meaningful English.
- Makes contact with employers to give presentations about services.
- Develops relationship with employers regardless of current interest in hiring people with disabilities.
- Relates the potential contributions of the person to the needs of the employer.
- Describes for employer the supports to be offered and benefits of hiring a person with a disability.
- Observes potential jobs, overall work culture and goodness of fit for the person at the work place.
- Assists the applicant to prepare for interviews and/or attends interview with job seeker.
- Negotiates final job responsibilities with the employer: pay, benefits, starting date, # of hours.

Best Practices:

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Job Coaching for Success



On-the-Job Training and Supports

- Identifies supports needed to perform job.
- Observes how the company operates: manner in which tasks are performed, rules and procedures, relationships, and culture of work place.
- Observes company method used to teach new employees and to support them after orientation.
- Collaborates with employer to identify co-workers to assist the employee to learn the job.
- Identifies potential problems between reality of workplace and ability of person to do the job.
- Identifies need for technology, accessibility, and job station re-design and makes appropriate referrals for this type of assistance.
- Decides best way to resolve problems which may arise in performance and maximizes natural supports.
- Develops overall job analysis with employer which describes all relevant components of job to be performed.
- Develops task analysis when appropriate.
- Coordinates with employer for initial support and training strategies and person responsible for that support.
- Understands and addresses work-related issues such as transportation, hygiene, dress, idiosyncrasies, etc.
- Initiates introductions to co-workers and supervisors.
- Helps new employee learn specifics about job site i.e. tour, identify break room and bathroom, traditions, policies.
- Provides feedback and suggestions in regard to learning style to the orientation trainer to improve acquisition of job skills and performance.
- Demonstrates techniques for supervisor/co-workers to provide direct instruction and assistance to the employee.
- Provides ideas, assistance, and direct support for intervening in behavioral issues not appropriate at the work site.
- Understands techniques for fading of the job coach.
- Creates opportunities for inclusion by supporting job site relationships and positive supervisory interactions.



Ongoing Supports

- Understands in general terms the implications earnings may have on the person's benefits, and the resources available to assist with planning for this.
- Documents employee performance & provides assistance when needed.
- Understands funding sources for long-term supports, job site assistance, re-employment assistance, and non-work related supports.
- Acts as liaison between employer and employee for effective communication, trouble shooting and problem solving.
- Teaches employee and family how to advocate for work-related issues such as raises, accessibility, technology, and flexibility.
- Determine when and how to provide direct instruction and assistance to the employee as needed to ensure job retention.
- Assess person's level of satisfaction with employment and life situation.