Training and skill sets for employment support specialists
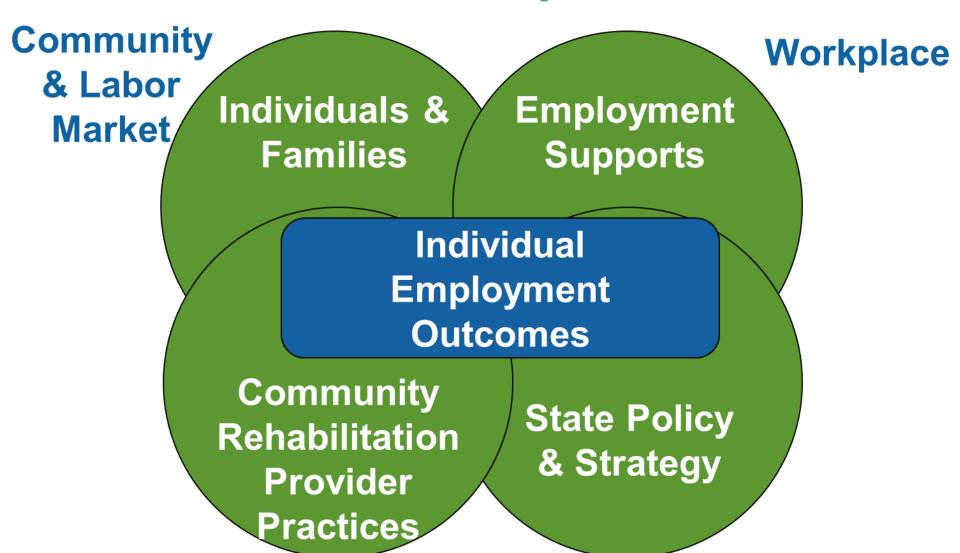## Defining roles and tracking implementation

2018 TASH-ANCOR Employment Webinar Series
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Holistic Perspective

Community & Labor Market

Workplace

Individuals & Families

Employment Supports

Individual Employment Outcomes

Community Rehabilitation Provider Practices

State Policy & Strategy

Federal Policy

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Employment specialists are key

"…*Regardless of the job seeker's level of motivation, skill, experience, attitude, and support system, his or her ability to get a job will often **depend on the effectiveness of employment specialists.** Simply stated, if they are good, job seekers get jobs. If they are not, the barriers to employment for job seekers can become insurmountable…*"

Luecking, R. G., Fabian, E. S., & Tilson, G. P. (2004). Working relationships: Creating career opportunities for job seekers with disabilities through employer partnerships. Baltimore: Paul H. Brookes., p. 29

Focus on Employment supports

❖ 35,000 employment specialists & job coaches

❖ Over 8,000 VR counselors

❖ Extensive literature on effective support practices

❖ Limited literature about fidelity of implementation (Not counting MH)

❖ Confusion about roles; feel unprepared

❖ Limited formal training

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What is an Employment specialist ?

Professionals who assist job seekers with disabilities explore, find, and maintain employment.

Employment consultants

Job developer

Job coach

Employment navigator

Business consultant

How are we researching ECs?

❖ Employment consultants (EC) survey (2009)

❖ Training & Mentorship intervention (2010-2011)

❖ Pilot activity log (2013)

❖ Community Rehabilitation Programs survey (2014)

❖ Employment consultant interviews (2015)

❖ Daily survey (2016)

❖ Daily survey intervention study (2017-2019)

Identify critical questions	→	Develop design	→	Collect & gather data	→	Develop findings	→	Application to practice

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Goals

❖ **What do employment specialists do?**

❖ **What is the relationship of practice to outcome?**

❖ **How do we provide implementation support ?**

- Feedback
- Reflective practice
- Microlearning

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Ensuring high quality practices is at the core

Comprehensive model of employment support

Get to know job seeker

Job search criteria

Build trust

Engage job seeker/ family

JOB MATCH

Supports planning

Smooth job entry

Find tasks/ jobs

Job offer

HIRE

Support after hire

Retain/ advance

Element

Outcome

Quotes from the field

"…I've got to establish some ground rules from the beginning: number one ground rule is 'I'm not here to find you a job. You and I together as a team are going to find a job'…"

Build trust

Engage job seeker/ family

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Get to know job seeker

Job search criteria

"...So always listen to the individual first and make sure that their voice is heard because it's very easy for that voice to get lost amongst agencies, the family, the state, the employer, if they're employed, other various community members and team members... Their voice needs to be weighed more than any other."

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Support after hire

Retain/ advance

"…. we've done a better job at matching people in their jobs, now the job coach's role has really shifted to sort of connecting the person directly with the employer… they're there to make connections so that they can back out of the job pretty quickly…"

Engaging employment specialists

- ❖ 61 employment specialists, 37 CRPs, 17 states
- ❖ Baseline and quarterly surveys

- ❖ Daily survey + resources, by smartphone
- ❖ Monthly community of practice & goal
- ❖ Monthly performance feedback

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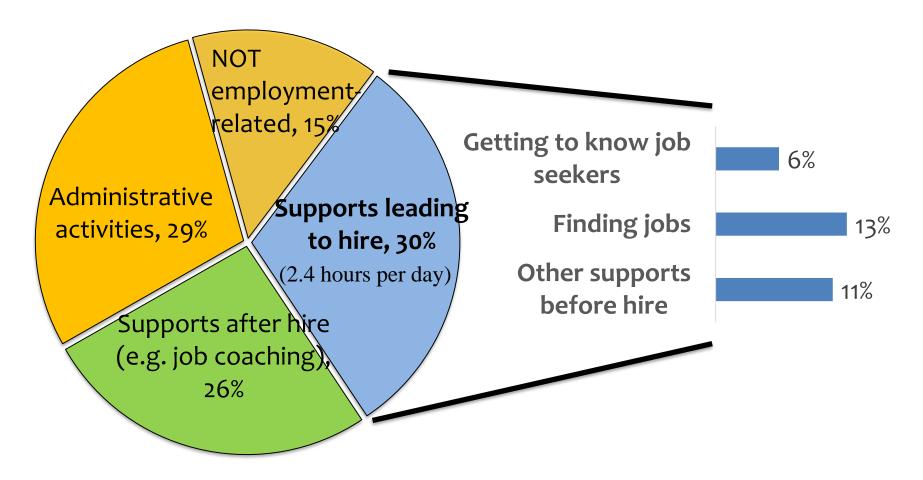# The daily survey for smartphones

- **What** primary support activity was implemented?

- **Who** was the interaction with?

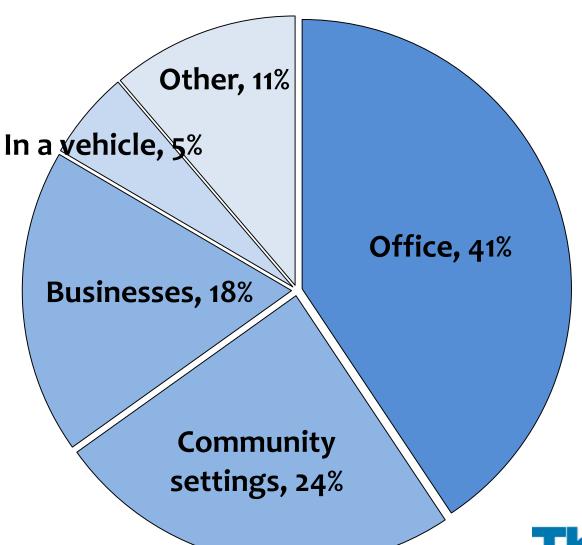- **Where** did this interaction take place?

Once each work day at a random time
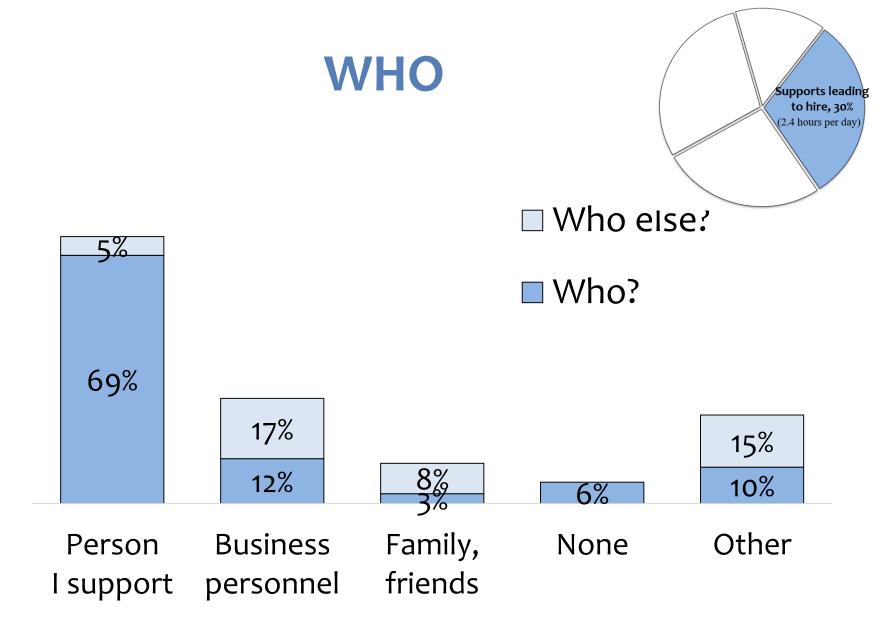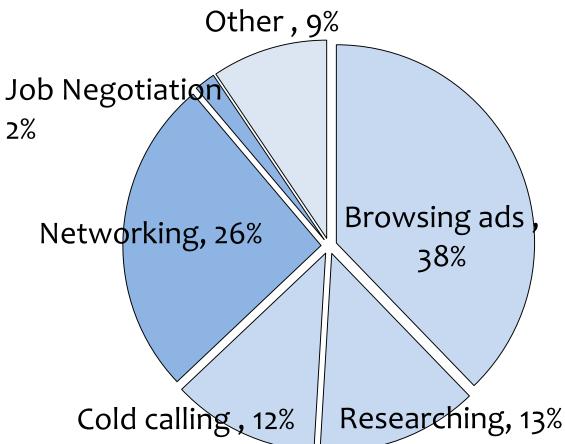
WHAT: primary support activity

Pie chart showing primary support activity:
- NOT employment-related, 15%
- Administrative activities, 29%
- Supports leading to hire, 30% (2.4 hours per day)
- Supports after hire (e.g. job coaching), 26%

Breakdown of "Supports leading to hire":
- Getting to know job seekers: 6%
- Finding jobs: 13%
- Other supports before hire: 11%

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WHERE

Office, 41%

Community settings, 24%

Businesses, 18%

In a vehicle, 5%

Other, 11%

Supports leading to hire, 30%
(2.4 hours per day)

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WHO

Supports leading to hire, 30%
(2.4 hours per day)

☐ Who else?

☐ Who?

	Who?	Who else?
Person I support	69%	5%
Business personnel	12%	17%
Family, friends	3%	8%
None	6%	
Other	10%	15%

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Finding jobs

Supports leading to…
(2.4 hours per day)

Getting to know…
Finding jobs 13%
Other supports…

Other , 9%

Job Negotiation 2%

Networking, 26%

Browsing ads , 38%

Cold calling , 12%

Researching, 13%

Performance support

Microlearning

Left phone screen:

●●○○○ T-Mobile LTE 11:34 AM 🌙 ▣

surveygizmo.com

Ask employers:
What tasks in your business
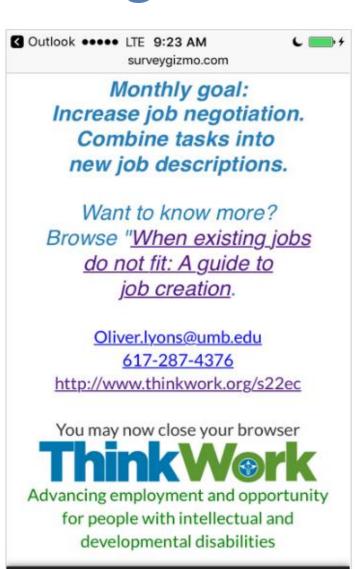**are sometimes left**
unfinished?

Watch this 3 min video
about Maggie's negotiated
new job description

Oliver.lyons@umb.edu
617-287-4376
http://www.thinkwork.org/s22ec

You may now close your browser

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Advancing employment and opportunity
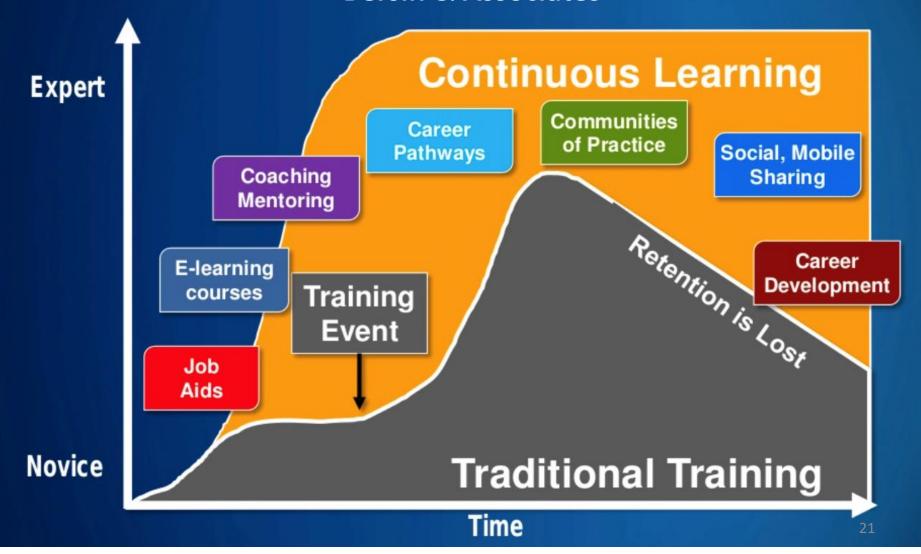for people with intellectual and
developmental disabilities

0% ▶

Right phone screen:

◀ Outlook ●●●●● LTE 9:23 AM 🌙 ▣⚡

surveygizmo.com

Monthly goal:
Increase job negotiation.
Combine tasks into
new job descriptions.

Want to know more?
Browse "When existing jobs
do not fit: A guide to
job creation.

Oliver.lyons@umb.edu
617-287-4376
http://www.thinkwork.org/s22ec

You may now close your browser

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Advancing employment and opportunity
for people with intellectual and
developmental disabilities

100%

The Continuous Learning Model
Bersin & Associates

Implementation support (Informal Learning)

On Demand	Social	Embedded
E-learning	Coaching	Performance support
Videos	Mentoring	Feedback
Podcasts	Communities of Practice	Reference info
Job aids	Wikis, forums	Applications
Articles	Social Networks	

Bersin & Associates

I find that it causes me to pause for a moment and reflect on how I am spending my time, energy and resources

I like how you have added support links at the end of the survey keep them coming

It makes me realize how much time I truly spend on follow along and transportation to work site

Participants said …

I love how simple it is

It is a good opportunity to raise my awareness about how I spend my time

I do like how it is bringing attention to how I spend my time and I hope that my company accounts for the amount of time that reports and administrative duties are taking up

I enjoy the feedback from other employment specialists, I enjoy the videos and online training …

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Key take away points:

1. Importance of reflecting on implementation Time spent ...
   - on supports that lead to hire
   - in businesses
   - interacting with employers
   - connecting with family members
2. Leveraging technology
3. Including data in decision making
4. Include micro, mobile, personalized learning

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Questions?

www.ThinkWork.org

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