What does good employment support look like?

Supported employment or job coaching

- Based on what people know works
- Starts from age 14
- About REAL jobs
  - Wages are paid at the going rate for the job, with the same terms and conditions as all other employees
  - The job helps the person to meet their life goals and aspirations
  - The role is valued by managers and colleagues
  - The job has similar hours and times at work as other employees with safe working conditions
Terminology

- Supported employment practitioners – job coaches, employment support officers, employment specialists etc.
- Jobseekers – service users, clients, candidates, customers etc.
- Vocational profiling – person-centred employment assessment – understanding jobseekers
- Job analysis – understanding job roles
- Job carving – job design specific to an individual
What does good employment support look like?

Overarching guiding principle:

Fundamental to supported employment is that **everyone** can work with the right job and the right support. Work readiness is not a helpful concept!!!!
What does good employment support look like?

Guiding principles:
- Choice and control
- Partnership
- Full inclusion
- Rapid job search
- Careers
- Natural supports
- Long-term support
- Assistive technology
- Continuous quality improvement
- Right to work in a safe workplace
- Protection of human rights and freedom from abuse
What does good employment support look like?

Work with the job seeker
• Engagement
• Getting to know you/vocational profile
• Agreeing a plan together

Work with the employer
• Engagement
• Understanding needs and identifying vacancies
• Getting to know the job

Job match
• Employers get the right worker and jobseekers get the right job

Arranging the right support
Vocational profiling - Objectives

Aim: To understand the person in depth

Why: To arrive at the best possible job match

What would be this person’s ideal job?
The business case

Recruit from a wider availability of labour
Reduced recruitment costs
Supported selection process gives accurate job-client match
Improved retention
Improved image & external reputation
Teambuilding & internal reputation
Diversity-improved services and products
Corporate social responsibility
Reflecting local communities

= Improved profitability
Job analysis

Purpose:
To understand the nature of the job/placement vacancy and the demands it will place on the employee.

Application:
Used to ensure a strong job match.
Elements of a job analysis

Basic details about the role:
Job title, location in company structure, supervisor, purpose of role, pay, terms & conditions, working hours and shift patterns

Routines:
Core, episodic and job-related
Concerns for quality and productivity

Physical and mental demands, literacy & numeracy

Induction and training requirements

Workplace culture

Use of equipment and materials
In-work support

- Natural method of learning jobs
- Supplementing the natural method
- Job coach in work as a last resort!!
Social integration

Involvement, engagement and inclusion
Workplace social interaction
Workforce social activity

73% meet with workmates at the weekend.

55% met their closest friends in work.

63% have been invited to colleagues' wedding.

1 in 4 married a colleague or had a long-term relationship.

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Career progression

What is our attitude to supporting progression?

Too busy? Too costly?

- Extension of job roles
- Accreditation of skills
- Skill development
- Career development

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To treat people equally you have to treat people differently.
Group discussion

How can BASE work with families to ensure they get the information they need about evidence-based employment support to ensure that more people get jobs and sustainable careers?

What information do families need?