

### Glossary

**Advocate:** In this context this means that supported employment practitioners should argue for the employment of a person with a disability or disadvantage, argue for equality of opportunity and for reasonable adjustments in the workplace to ensure positive outcomes for the job seeker and the employer. It also means being a supporter or defender of the rights of the job seeker.

**Assistive Technology:** Assistive technology is technology used by individuals with disabilities to carry out functions that might otherwise be difficult or impossible. Assistive technology can include personal aids as well as hardware, software, and peripherals that assist people with disabilities in accessing computers or other information technologies. In the context of employment it can include hand-held devices that can prompt work tasks, jigs that can hold or guide materials and equipment adapted to specific tasks.

**Better-off calculations:** This is a calculation that aims to show jobseekers whether they will be better off in work than when living on welfare benefits. It will take into account details of the amount of welfare benefit income they receive, including housing benefit covering rent and the amount of money they can earn in paid work, along with any welfare benefits or tax credits they can receive when in work, and shows if they will be better off going into paid work.

**Circles of support:** A Circle of Support, sometimes called a circle of friends, is a group of people who meet together on a regular basis to help somebody accomplish their personal goals in life. Often used in person centred planning, the Circle acts as a community around that person (the 'focus person') who, for one reason or another, is unable to achieve what they want in life on their own and decides to ask others for help.

**Co-production:** This refers to active input by the people who use services, as well as – or instead of – those who have traditionally provided them. It contrasts with approaches that treat people as passive recipients of services designed and delivered by someone else. In the employment context this means job seekers leading or making a full contribution to processes such as completing a Vocational Profile, or deciding what job to pursue.

**Job Development:** This refers to finding a person's preferred job through contact with employers. It includes all aspects of identifying suitable jobs and potential employers, approaching employers on behalf of a job seeker, obtaining a job and, where necessary, negotiating reasonable adjustments (see below).

**Natural Supports:** The focus on natural supports emphasises the participation of supervisors and co-workers in the hiring, training and supervising supported employees. The concept of natural support highlights the need to understand the worksite culture and what is "natural" or "typical" for that particular situation."

**Prompting and fading techniques:** Prompts, or cues, are a way of providing enough information to the job seeker about how to do their job task and how to perform its steps correctly. Prompts are usually seen to differ in their power, or intrusiveness, from demonstration at one end through verbal prompts, gestures to physical assistance. Prompts can also include written lists, checklists, audio-tapes, or other forms of assistive technology. Fading means reducing the power of prompts over time to leave the person as independent in their task as possible.

**Reasonable adjustment:** The term “reasonable adjustment” comes from the Disability Discrimination element of the Equality Act and refers to the actions institutions need to make in order to alleviate or remove the effects of a ‘substantial disadvantage.’ In practice this means doing things differently if the usual way would substantially disadvantage a disabled person. It can mean providing additional services or equipment. Reasonable adjustments in employment could include changing recruitment procedures, altering the physical environment to make it more accessible, or changing training to meet a person’s needs.

**Supported Employment:** Supported employment is the term for high quality, personalised support for people with disabilities and/or disadvantages which enables them to seek, access and retain employment in the open labour market. It is a “place and train” approach that does not rely on long periods of pre-vocational training or a basic level of qualification or experience.

**Task analysis:** A task analysis is the process of breaking down a work task into smaller parts. The best way to develop a task analysis is to observe someone performing a task and write down every step that is performed. Used more commonly with people who have cognitive problems and find it difficult to learn steps, task analysis makes a task easy to replicate and teach parts of a job and link these together until the person does them independently.

**Vocational profiling:** This is a process of “getting to know” the person to identify their aspirations, learning needs, individual skills, former experiences and job preferences. It can involve inputs from those who know the person well, but is conducted from a “zero rejection” stand-point (see below). The profile informs practical job finding and helps to achieve a good job match for the job seeker that suits their skills and preferences. Many people have never worked or not worked for many years and will need support to make informed choices about career opportunities.

**Work trials:** In the context of people with disabilities or disadvantages, work trials are time limited placements in real jobs. They allow the job seeker to learn more about what they are good at and what they want to do, enable employers to find out more about what the person can do. Supported employment practitioners can provide on-the-job support enabling them to better understand the training and support needs of the job seeker. Work trials may be designed to lead to a job if criteria are met on all sides, or to inform next steps towards the right job.

**Zero rejection:** Part of the underlying philosophy of supported employment, this means that anyone who wishes to work can work, provided the correct level of support is available. It stems from a rejection of assessments in the past that categorised people into those who could or could not work without taking into account effective job match, task teaching and support.

### Links to other NOS

Links to individual NOS which have been identified as relevant to supported employment practitioners are included in the mapping of functions to NOS

A number of existing NOS suites are identified to ensure that supported employment practitioners are able to identify and access other NOS which may be relevant to their role.

The signposted NOS suites identified are given below with a summary of the content.

#### **Sensory Services NOS**

This is a key suite for those who support and work with individuals with sensory needs.

#### **Mental Health NOS**

This is a key suite for those who advocate on behalf of, support and work with individuals with mental health needs.

#### **Business Administration**

Suitable for roles which include administrative functions. The suite includes some aspects of planning and project management.

#### **Career Development**

Suitable for those who deliver offer aspects of career development support.

#### **Employer Engagement**

Suitable for those who work in partnership with employers to facilitate learning opportunity and delivery of service.

#### **Family Learning**

This is suitable for roles which may have crossover or elements of working with and supporting families to learn and develop.

### **Health and Safety**

Suitable for all roles with health and safety responsibilities, and those who control, assess and manage health and safety.

### **Learning and Development**

Suitable for roles which aim to support the learning and development of others.

### **Management and leadership NOS**

Suitable for roles with responsibility for leading or managing staff, developing or managing strategy, planning and evaluation. This suite includes NOS for obtaining and managing finance and budgets.

### **Project Management**

Suitable for those who plan, manage and deliver projects.

### **Social Work**

Suitable for social care workers and employers of social care workers

All NOS are available from the NOS Database: <http://www.ukstandards.org.uk>

## **External Links**

The NOS for Supported Employment have been developed with the input of the supported employment practitioners across the UK. They represent the minimum recommended performance and knowledge and, alongside other relevant NOS or accepted standards, can be used to inform and underpin training courses and qualifications, as well as individual professional development.

The NOS have been written to take account of codes of ethics or conduct and models of practice or competence which may apply, and links to the most widely recognised are included below.

It should be noted that many codes and models that apply to supported employment practitioners expect that the practitioner will have a clear understanding of their professional boundaries, and should practise only in line with their own knowledge and professional competence.

“Supported Employment and Job Coaching: best practice guidelines” (*Department of Health and Valuing People Now: HM Government published March 2011*)

<http://www.valuingpeoplenow.dh.gov.uk/content/employment-resources-hub>

Also available from the BASE Knowledge base: <http://base-uk.org/knowledge>

Mental Health Individual Placement and Support model:

<http://www.centreformentalhealth.org.uk/employment/ips.aspx>

Supported Employment (mental health) Fidelity Scale:

[http://www.centreformentalhealth.org.uk/employment/ips\\_fidelity.aspx](http://www.centreformentalhealth.org.uk/employment/ips_fidelity.aspx)

British Association for Supported Employment: <http://base-uk.org/>

Scottish Union of Supported Employment: <http://www.susescotland.co.uk/>

Wales Association of Supported Employment Agencies:

<http://www.learningdisabilitywales.org.uk/supported-employment-networks.php>

## LSI SE00

# Supported Employment National Occupational Standards Introduction

---

Northern Ireland Union of Supported Employment: <http://www.niuse.org.uk>

Ireland Association of Supported Employment <http://www.iase.ie/>

European Union of Supported Employment: <http://www.euse.org/>