

Supported Employment Techniques



Aims

- To describe the core components of the supported employment process
- To describe best practice within supported employment, offer opportunities to reflect on current practice and identify opportunities for development of personal practice

Learning outcomes

Course participants will:

- Understand supported employment as a tool for encouraging independence and self-determination within the social model of disability
- Understand the position of jobseeker and employer as key customers of supported employment services and the processes of engagement
- Know how to identify the aspirations, strengths, and individual needs of jobseekers
- Understand issues of consent and disclosure
- Identify sources of local labour market intelligence
- Be able to articulate the business case for employing a diverse workforce, including people with disabilities
- Understand the models of equal opportunity and diversity management
- Understand methods of securing employer involvement in supported employment
- Know the role of reasonable adjustments that employers can make to support a diverse workforce
- Understand how to work in partnership with agencies and families for the benefit of jobseekers and employers
- Know the value of work trials and working interviews
- Understand the principles of effective marketing
- Know how to produce and monitor action plans in partnership with others
- Know how to identify the requirements of individual job roles
- Understand the importance of a good job match and how to achieve it
- Understand how to deliver high quality work experience placements
- Understand typical barriers to successful recruitment and retention and how to address them
- Understand the value of social integration in the workplace and how to encourage this
- Understand how to ensure the health, safety and wellbeing of those in paid employment
- Understand the value and forms of natural support that may be available in the workplace
- Know the principles of task analysis and structured training techniques
- Understand common employment related problems and techniques for addressing them
- Know current funding schemes and programmes which can support individuals and employers
- Understand the importance of career development
- Understand the importance of achieving outcomes and the principles of quality assurance

Timings for each day:

9.30am start. Close at 1.00pm.

This course is currently delivered using Zoom. We have safeguards in place to prevent unauthorised attendance, file-sharing and private chat.

Costs:

The cost of this course is £5,000+vat for member organisations or £6,000+vat for non-member organisations. Maximum capacity is 16 people.

The cost of individual places is £500+vat (members) or £600+vat (non-members). The course is delivered by Inclusive Trading CIC, the trading arm of BASE.

Day 1

Introductions to the course, the participants and the context to supported employment

The session will introduce the course and allow delegates to discuss their job roles and expectations of the course.

- Introductions, job roles, hopes and expectations
- Course overview

The values base

During this session delegates will have the opportunity to discuss the core values that underpin the successful delivery of supported employment.

- Overview of the core values
- Why we have supported employment
- Context – education / welfare to work as appropriate
- Who are the customers? Involving families, carers and employers

Jobseeker engagement and referral

This session explains the stages to be followed in the jobseeker engagement and referral process. The session will discuss work expectations, the concept of work readiness and how we can motivate jobseekers, and those that support them, to consider employment options. The session considers the collection and recording of personal information, confidentiality and disclosure. A particular emphasis will be placed on the importance of a multi agency approach to raising expectations of paid employment.

- Partnership working
- Outreach information & support
- Referral procedures
- Influencing expectations
- Fostering motivation

Day 2

Vocational profiling

Delegates will learn how to compile a vocational profile based on a person-centred approach. They will understand the importance of identifying an individual's skills, abilities, aspirations, support needs and learning requirements to develop an idea of the ideal job and co-produce an action plan with the jobseeker. This session will include skills rehearsal.

- Planning and conducting a vocational profile
- Accessibility issues – accessible formats/communications
- Involving family and support networks
- Testing assumptions through activity, e.g. work tasters
- Welfare benefits
- Identifying the ideal job

Identifying and tackling barriers to engagement

This session will focus on identifying barriers that jobseekers have faced in attempting to securing paid employment. Delegates will learn how to address common barriers, jobseeker specific barriers, misconceptions, fears and myths.

- Basic skills screening
- Personal presentation
- Travel
- Family issues

Action planning

This session will look at developing an individual action plan based of the SMART objectives principal. Delegates will achieve an understanding of how to set objectives and targets and manage and progress a live action plan based on the vocational profile.

- SMART planning
- Exercise on objective setting

Day 3-4

Employer engagement

The session will focus on the importance of planning for successful employer engagement, seeing the employer as a customer, delivering a high standard of quality provision and understanding the needs and expectations of different employers.

- Delivering a high standard of customer care
- Understanding the employer's perspective

- Different employers with different needs (sectors/people)
- Understanding employer needs for quality & productivity

Canvassing the employer

This session will engage the delegates in role play and group discussion to highlight the importance of the need to conduct research and prepare employers for the successful recruitment and retention of people with disabilities. A range of subjects will be covered in detail in order to enable delegates to identify, generate and follow up leads with employers from all sectors of service and industry, public and private. Delegates will learn what works and what doesn't work, sharing good practice in the successful art of networking and marketing.

- Canvassing employers – skills rehearsal
- Marketing techniques
- Networking
- Where to look – cold calling & warm leads
- Labour market information
- Approaching the right people
- Understanding how employers recruit

Vocational activity

Delegates will be engaged in learning the value of arranging vocational activity in real workplaces. They will learn how to negotiate, agree terms and successfully manage a variety of vocational placements and transitional activity in coordination with educational activity.

- Employer site visits
- Day tasters
- Work experience and supported internships
- Integrating workplace experience within a curriculum

Employer engagement - understanding the business case

Delegates will learn the values of equality and diversity from a number of case studies and examples. Group discussions will be conducted to identify the business, legal and moral case for recruiting people with disabilities. Some examples of objections will be discussed along with considered responses.

- Equal opportunities and diversity management
- The benefits to the employer
- Dealing with objections

Maintaining links

In this final session of employer engagement delegates will be encouraged to plan for future involvement with the employer and maintaining regular contact to identify additional opportunities for vacancies and placements.

- Agreeing arrangements for regular work placements and site visits

- Maintaining an interest in the business development of the employer
- Identifying additional support needs for the employer
- Inviting employers to events of interest
- Involving employers in project work
- Keeping in touch
- Identifying additional opportunities

Day 5

Job matching

This session will engage the delegates in group discussion. Delegates will rehearse their communication and negotiation skills. There will be an emphasis on delegates learning the importance of conducting a job analysis and understanding the workplace culture and how this impacts on their jobseeker.

- Job analysis
- Workplace culture & allies
- Reasonable adjustments
- Job carving
- Job creation
- Working interviews

Health & Safety / risk assessment

This session concentrates on several aspects of managing the welfare of the jobseeker in the workplace. There will be shared experiences to highlight the importance of realising a duty of care and the responsibilities for the service provider when agreeing terms for any element of vocational activity.

- Duty of care
- Health & Safety appraisals
- Mitigating risk through risk assessments
- Safeguarding

Preparation & workplace culture

In this session delegates will learn to support the employer and the workplace by providing professional advice and guidance. Participants will learn to address any concerns prior to the client taking up a placement or paid employment. We will address travel training issues.

- Understanding the workplace culture
- Preparing the workplace – disability awareness,
- Language etiquette
- Travel training

Day 6

Job matching and in-work support and career development

Recruitment and selection

Delegates will learn how to support jobseekers and employers through any recruitment and selection process.

Induction

Delegates will learn how to ensure a positive induction to the workplace. The session will examine the working and social relationships with the individual's workplace colleagues and identify natural supports that can assist in developing a successful and sustainable placement.

- The employers legal responsibilities
- The employees responsibilities
- Employer policies and procedures (attendance, sickness, absence)
- Mission and values
- Identifying workplace buddies and mentors
- Social integration and welfare

Workplace training support

The delegates will learn how to put effective workplace support and training into practice. They will understand a variety of training techniques to transfer skills to the client and encourage natural and appropriate support from the workforce to enable a faded support strategy.

- Overview of the principles of systematic instruction (TSI)
- Task analysis (exercise)
- Using natural techniques and supports
- Use of training data
- Fading of support
- Social integration in the workplace
- Addressing barriers

Next steps

Delegates will be encouraged to identify steps that can be taken over the coming 3, 6 and 12 months to improve outcomes for young people with disabilities.

Reflections of course

Delegates will be invited to evaluate the course.

- Reflection on their learning over the course and how this might impact on their practice

Further Information

Please contact Nerise Oldfield-Thompson if you have any queries.

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