

# Core Competencies and Training Standards

## Supported Employment Professionals

### 1. Introduction to Supported Employment

Values; roles and responsibilities, Federal laws, court cases, regulations related to supported employment (e.g. ADA, IDEA, Rehab Act, Olmstead case, Fair Labor Standards Act; terms and definitions, Customized Employment)

- All people having the right to work and being entitled to equal access to employment in the general workforce
- Zero exclusion
- Disability etiquette
- People First Language
- Full inclusion in the general workforce
- Self-determination and empowerment
- Rapid engagement in the employment process
- Providing services outside institutional and workshop settings
- Impact of employment services history on current practice
- Limitations of traditional vocational evaluation for job seekers with significant disabilities
- Legislation and regulations related to employment

### 2. Discovery and Career Planning

Discovery process, community-based assessment, Person-Centered employment planning (including goals, transferrable skills, support strategies), portfolio development

- Job seeker strengths, interests and talents
- Interviews with job seeker and others familiar with his/her abilities and work history
- Impact of job seeker's demographic cultural and social background
- Reviewing job seeker's records and collecting pertinent employment information
- Job seeker in his/her current daily routines and environments
- Non-work needs that may impact successful employment (e.g. transportation, counseling, food assistance, financial, housing)
- Job seeker's preferred style of learning, skills, talents and modes of communication
- Integration of relevant employment information into a vocational profile that reflect job seeker's interests goals and aspirations
- Involvement of job seeker in the employment process as a collaborative effort that includes paid and non-paid supports
- Motivational interviewing techniques

### 3. Marketing and Job Development

Community-building (e.g., community mapping, networking), employer leadership, job development (e.g. researching, approaching employers, using portfolios, job carving, negotiating hours and wages), writing employment proposals, resources for employers (e.g., tax incentives, Work Source, Job Accommodation Network)

- Informational interviews
- Gathering and analyzing labor trend information

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- Identifying patterns in job markets
- Maintaining updated information on businesses, type of jobs available and locations of jobs within the community
- Developing and communicating effective marketing and messaging tools for employment
- Positioning the agency as an employment service
- Targeting message to specific audience
- Using language and images that highlight abilities and interests of job seekers
- Developing job seeker portfolios
- Mentoring job seekers during the job search process
- Incentives to businesses when hiring job seekers with disabilities (e.g. tax credits on-the-job training diversity goals)
- Rights and responsibilities related to disclosure of disability
- Counseling job seeker on disability disclosure

### 4. Workplace and Job Analysis

Finding potential work tasks, general info about workplace, analyzing specific jobs

- Workplace culture and climate awareness and sensitivity
- Strategies for contacting and communicating with employers
- Employment proposals based on business and job seekers' preferences
- Responding to employer concerns about job seekers' abilities and interests
- Responding to employer concerns about job seekers' disabilities
- Developing and implementing job analysis
- Strategies for job matching
- Community-based situational assessment
- Paid work trials and job tryouts
- Job shadowing

### 5. Job Coaching: Task Design and Training

Task design and accommodations (e.g. job aids, assistive and information technology), task analysis, systematic instruction, fading

- Gathering clear job expectations from employers
- Preparing and coordinating for the first day on job
- Ensuring typical employer provided orientation
- Ensuring introduction of employee to co-workers
- Helping employee meet employer expectations regarding workplace culture
- Identifying employer's training process and supplementing if needed
- Reinforcement procedures including naturally occurring reinforcers and natural cues
- Baseline assessment from a task analysis
- Use of data collection to monitor progress
- Training schedule and instructional procedures

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- Recognizing and adapting supports to individual learning styles and needs
- Adapting and recommending accommodations to facilitate job performance
- Promoting the use of universal design principles
- Collaborating with employee, employer, co-workers and support team to develop and implement a plan and strategies for fading supports

### 6. Job Coaching: Support Strategies

Behavioral supports at work, structure and visual supports

- Employee attending typical training program
- Positive/negative behavior and intervention supports

### 7. Job Coaching: Natural Supports

Identifying and developing natural supports, teaching coworkers to train and support individuals, ongoing relationships with employers (e.g. communications, negotiating job enhancements)

- Communicating with job seeker/employee and his/her natural and paid supports
- Family support
- Housing/residential staff cooperation
- Facilitating co-worker relationships and workplace connections
- Collaboration with employees, employers and family members to ensure successful employment

### 8. Managing Benefits

Benefits planning, Social Security Work Incentives (e.g. PASS, IRWE), medical benefits (e.g., Employed Persons with Disabilities Program, Medicaid)

- Benefit analysis for job seeker
- Strategies to reduce or eliminate entitlement benefits
- Volunteering
- Impact of earned income on entitlements
- Scope and limitation of funding sources for ongoing support
- Access to community resources and supports (e.g. transportation, counseling, food assistance, financial, housing)
- Impact on benefits/entitlements as earned income changes and ongoing access to benefits counseling (e.g., Community Work Incentive Coordinators)
- Support employees for job and/or career advancement

### 9. Systems, Partners and Resources for Employment

Vocational Rehabilitation Service, partnerships with families and schools, intellectual/developmental disability services and waiver programs, braided funding, system navigation, Work Source and One-Stops

- Funding sources for employment services
- Referrals to appropriate agencies organizations and networks based on career plans
- Transportation for work

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### 10. Transition from School to Work

Work experience, navigating systems (VR, DD, Schools), and best practices in transition

- Practices unique to school-to-work

### 11. Organizational Change

Wide range of topics (e.g. planning to move from facility-based services to community employment, supporting staff in dispersed community locations, enlisting board support, board training, managing dual programs, organizational systems (Customer retention management and outcome data), evolving roles and responsibilities.

### 12. Self-employment

Micro-boards, micro-enterprises, funding and other resources for building and marketing a business.

- Self-employment resources for job seekers

### Document Sources:

1. National Association of People Supporting Employment First (APSE), CESP Test Blue Print, Detailed Content Outline: <http://www.apse.org/docs/CESP%20Candidate%20Handbook.1.12.pdf>
2. Highline Community College Employment Professional Certificate Program, Seattle, WA: <http://gowise.blob.core.windows.net/media/Default/Documents/HCC%20-%20King%20tri-fold%20brochure.pdf>
3. Washington Initiative for Supported Employment (WISE) Informal Staff Survey

### Additional Note:

Additional review was made of the Association of Community Rehabilitation Educators (ACRE) requirements for a Basic Employment Certificate. The intent of the core competencies and training standards listed is to also be consistent with that certificate's topic areas and requirements.