

## HUMAN SERVICE TO BUSINESS LANGUAGE

HUMAN SERVICE TERMINOLOGY	BUSINESS TERMINOLOGY
Community Rehab Program/Org. Mental Health Program/Org.	Employment Agency Employment Services Organization
Clients, Consumers, "My people"	Job Candidates            Job Seekers Human Resources        Applicants Potential Employees    Talent/Talent Pool
Job Coach, Job Developer	Recruitment Specialist, Employment Consultant
Vocational Rehabilitation Counselor	Employment Counselor or Career Counselor
Supported/Community Employment Services	Employment Services
Job Development	Recruitment Assistance or Assistance finding applicants/employees, Assistance with sourcing candidates, Assistance with hiring/staffing, Assistance with talent acquisition efforts
Job Analysis	Identifying job tasks and functions
Vocational Assessment Community Based Assessment Situational Assessment	Determination of work skills and career interests Job Shadowing Internship (or short-term internship) Work Experience
Job Matching	Matching skills, qualifications and "fit"
Job Placement Placing People	Assisting employers/businesses to find quality/qualified candidates (employees)
Job Modification Assistive Technology/Devices Job Accommodations Reasonable Accommodations	Tools/strategies to help an employee perform their job Enhancements to help employee productivity ("accommodation" is not the most favorable term in the business world)
Universal Design	Modifications that can benefit everyone (employees, customers, etc.)
Job Carving/Customized Employment	Job Restructuring, Streamlining duties (businesses see these as accommodations)
Job Coaching	Post-hire follow-up services, Retention Support
Social Integration	Opportunities meet/interact with co-workers
Natural Supports	Training and co-worker support offered by the employer
Job coaching, job counseling, modifications, intervention, site visits, fading, follow-along	Job Retention Services and Support, Ongoing consultation and support
The Employer, My Employer, Placement Sites, Assessment Sites	Name of Company
Assistance with finding candidates, support through the hiring process/orientation, connecting with co-workers, support learning tasks/processes, support with acclimating to work environment and culture, support routine evaluation and feedback on new employee performance	Supporting the company with the onboarding process