Foundations for Vocational Success

Series 1
Innovations in Employment Supports

What is a Vocational Support Professional?

Your group is preparing to make a presentation to a group of businesspeople about what you do, how will you describe the purpose of your position. [describe 3 purposes]

Vocational Support Professional
Purpose and Expectations
Vocational Support Professional

Definition: A vocational support professional provides specialized on-site training to employees with disabilities. May be assigned a wide variety of duties and functions, but there are two clear areas of responsibility:

- Assist the person to learn to perform the job tasks accurately, efficiently, and safely.
- Assist the person to integrate/acclimate into the work environment and culture.

AKA:
Job Coach
DSP
Trainer
Coach
Employment Specialist
Vocational Specialist
Vocational Consultant
ETC.

Deficit-based Approach

Asset-based Approach

They can’t...

They can if...

Eleversity
The OPWDD Vocational Process

Day services / Work centers / School transition / other

CBPV

Initial discovery activities

Pathway to Employment

ETP

Final Discovery report

SEMP [Int./Ext.]

Unpaid / paid work experience

ETP Internship

Competitive Integrated Employment

Eleversity

Where does coaching happen?

1. Day Hab/ Comm Hab
   - Programming activities, life skills, ADLs, and more!

2. Discovery
   - Community-based work experiences, occupational assessment, and more!

3. CBPV
   - Employability skills, volunteer activities, work readiness training, and more!

4. SEMP [Int./Ext.]
   - On the job training, employer expectations, past training, cross-skill training, and more!

5. ETP
   - Interviewing, application, internship, work tasks, employer expectations, and more!

I Pledge...

To Do...

To Not Do...
Vocational Support Professional

Professionalism in a Work Setting

Are we standing on what we’re trying to lift?
—John O’Brien

How prepared are you to coach in a work setting?

Breakout Exercise

Groups 1 & 2
You have been assigned to coach a new placement.
What do you need to know about the new employee?
vs.
What do you typically know?

Groups 3 & 4
You have been assigned to coach a new placement.
What do you need to know about the business?
vs.
What do you typically know?
What do You Need to Know BEFORE you begin?

The New Employee

• The job seeker? [have you met and spent time together?]
• Discovery report findings
  • What hiring assessments were taken?
  • Transportation needs
  • Functional limitations
  • Learning preferences
• Job function support needs & accommodations
  (bridge the knowing-doing gap)
• Anything the job requires (i.e., uniform, lunch, a watch, etc.)
• Coaching plan

What do You Need to Know BEFORE you begin?

The Business

• Contact person — Direct supervisor, chain of command
• The business understand the function of VSP
• Preferred communication methods and frequency
• A site observation/job analysis has been completed (duties, tasks, general requirements, job description, work culture considerations, what success will look like)

Competence at the Worksite

Demonstrate that you know what you’re doing
**Vocational Support Professional**
Understanding Vocational Implications of Disability

**Functional Limitations**

- Mobility
- Communication
- Self-care
- Self direction
- Interpersonal skills
- Work tolerance
- Work skills

**Functional Limitation vs. Lack of skill**

- Determine the root of the issue
- What can be controlled?
- How can we provide support?
Scenario: It is Sam’s first day volunteering in a busy work setting. He seems to be distracted from his tasks and frequently socializes.
Sam has functional limitations related to self-direction and attention.

True  False  Unsure

Scenario: Martha cries and calls the coach names whenever the coach gives feedback with correction.
Martha has a functional limitation related to interpersonal skills and social/emotional regulation.

True  False  Unsure

Scenario: Gene has been in day services for 10 years. He wants a job stocking but can’t lift boxes over 15 lbs.
Gene has a functional limitation related to his work tolerance and should find a different job.

True  False  Unsure
Vocational Support Professional

Tools You Need

- Job Development & Job Match
- Job Coaching
- Apply what you’ve learned

Discovery & Career Planning

- Learn about the process
- Learn about the business

Job analysis & employer expectations
- Labor market information
- Demonstrate the benefits to the business
- Discrepancy analysis
- Disclosure

Supports & services (on & off-site), accommodations

File review, interviews, observations
- Interests, work values, work styles, learning styles
- Formal Discovery Process

Opportunities to cross-train
- Observations, employer feedback, reinvention
- Asses for inclusion & natural supports

Community & situational assessments
Breakout — Finding supports using askjan.org
Pages 11-13 in Manual

Group 1 — Autism
1. Managing time
2. Stress tolerance

Group 2 — Intellectual Impairment
1. Limited reading ability
2. Limited memory and recall for directions

Group 3 — Auditory Processing Disorder
1. Attentiveness/concentration
2. Takes longer to learn new things

Group 4 — Cerebral Palsy
1. Walking long distances
2. Difficulty typing

Vocational Support Professional
Supporting Employment — The beginning
They got the job, now what?
Planning for a new job

IN THE BEGINNING
• Calming the new employee jitters
• Dealing with change
• Understanding workplace culture
• Meeting new people
• Satisfying employer expectations

Plan for Day 1 — Week 1
Does the employee:

❖ Need support to get up and/or ready for work?
❖ Have a uniform? Who will help ensure it is clean for work?
❖ Need to pack a meal/snack?
❖ Need money for food or travel?
❖ Have weather appropriate clothes?
❖ Have reliable transportation?
❖ Other?

Contact Us

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