Roles and Responsibilities of a Vocational Support Professional (VSP)

Vocational Support Professional

Part 1

What is a Vocational Support Specialist?
What contributes to the SUCCESS of a VSP

- Balance of business sense and empathy
- Detailed observation skills
- Writing skills
- Being an Active listener
- Self-motivation
- Ethical Behavior

OPWDD Vocational Options

Part 2

What is your role in the different OPWDD services?
Recurring Activities

Community Based Prevoc
Pathway to Employment
Employment Training Program
Supported Employment

Transferable skills
Well written documentation
Discovery activities
Identify Learning Style preferences
Learn new things
Teach and train

Ask “Are they ready for CIE?”
Benefits Counseling
Community education

Attend Innovations in Employment Supports trainings

Community Based Prevoc

Unpaid or volunteer
Non-job task specific
Travel training/transport
Assess for and train on non-job task specific skills
Discussions of disclosure
Use the FLSA to expand community experiences
Identify accommodations/supports
Job Readiness Training

Start discussion for Benefits Counseling to be done

Pathway to Employment

First formal discovery opportunity
Purposeful activities
Support the person to create a vocational goal
Create a Job Development Plan

Ask “Ready for job development?” and next best step to get there
Ask “has Benefits Counseling been done?”

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Ask “Are they ready for CIE?”
Employment Training Program

- Assist with ETP application process
- Complete Discovery Report Activities
- Communication regularly with the ETPS
- Ensure community assessments match career interests
- If ready to work, create Job Development Plan
- Support Intern to become a paid employee
- Attend ETP101

Intensive SEMP

- Support in learning job tasks
- Help prepare for new job: day 1, week 1, etc.
- Complete a Job Analysis to help teach job tasks
- Create communication with supervisor/business
- Implement training techniques, adjust accordingly
- Facilitate Natural Supports, on and off the job
- Support Independence of new employee and create a Plan to Fade

Transition from ACCESS-VR

- Ensure ACCESS-VR case is closed
- Create a smooth transition to new coach
- Acclimate to the Job Site (Tasks, Manager, etc.)
- Continued facilitation of communication and Natural Supports
- Create and implement Extended Coaching Plan
Extended SEMP

- Regular, less frequent visits – On or Off Site
- Facilitate relationship building
- Acclimate to the Job Site (Tasks, Manager, etc.)
- Participate in Employee Evaluations
- Adjust coaching supports
- Ongoing skill and career development

What Might Get in the Way?

Part 3

What is ableism?

- Ableism is discrimination against disabled people. It is based on the assumption that non-disabled people are superior, and that disabled people require ‘fixing’.

Ableism

- Disability
- Microaggressions
- Unconscious bias
- Overt discrimination
- Dismissing Lived experience
- Inability to recognize abled power
- Ableist Language
- Disability Stereotypes
- Privileging Normative ways of being
- Belief in reverse discrimination

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Part 3
Important Concepts When Providing Supports

Part 4
Person Centered Services

- Empowers People
- Improves Quality of Life
- Supports Independence
- Promotes Positive Well-being
- Honors Choice
- Promotes Respect

Things to Consider

- Interests
- Abilities
- Skills
- Education
- Qualifications
- Experience
- Environment
- Pay & Benefits
- Preferences
- Values
- Competition for Jobs
- Employment Outlook

DECISION
DIGNITY of Risk

Finding the Balance

Responsibility
- Regulations
- Policy and Procedure

Dignity of Risk
- Rights
- Learning
- Mistakes
- Freedoms

Learned Helplessness

...Ten years later

You have one
I have none

...Ten years later
THE LANGUAGE OF LEARNED HELPLESSNESS

Learned Helplessness inhibits growth and the development of self-confidence.

"Let me get that for you"    "That's too difficult for you"
"I'll do it"    "It's late, you can let that go"
"Let me handle that"    "I will ask the supervisor..."
"I can fix that for you"

How can you change the language to that of supporting independence?

Ethics

Part 5

ETHICAL PRINCIPLES

Autonomy
Beneficence
Fidelity
Justice
Nonmaleficence
Veracity

From the Code of Professional Ethics for Rehabilitation Counselors (2017)
Ethical Decision Making

1. Identify the problem
2. Identify potential issues
3. What are the Ethical Codes
4. Consider the law, regulations and your agency policy and procedure
5. Consult, if you are able
6. What are the possible courses of action
7. What are the potential consequences
8. What is the best course of action for this person at this time.

Characteristics of an Ethical Dilemma

- Choice of action
- Consequences of action
- Principles supporting each action
- Degrees of compromise

Informed choice and Dignity of Risk

What might get in the way?
- Time constraints, real or perceived
- Lack of training/information
- Too many options
- Ability to provide adequate support
- Attitudes
- Communication
- Accessibility
Ethical Dilemma - Alisha

Alisha wants to work in clothing retail. She is in CBPV and just completed an assessment at Forever 21. The business is very happy with her work and wants to offer her more hours during the week and to continue her assessment.

- Is this an ethical dilemma? Why or why not?
- What are the ethical issues and principles involved?
- What are the potential consequences of all possible actions?
- What do you think is the best course of action?

Ethical Dilemma - Jenny

You completed Discovery with Jenny who has been trying to find a position in a salon. Jenny wants to work as a shampoo/assistant to the stylist, which aligns with her Job Development Plan and Discovery. An opportunity has presented itself for a cleaning position at Sally Beauty supplies. You encourage Jenny to take this job and promise to keep looking for a salon position while she builds up her resume.

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Ethical Dilemma - Gabby

Termination

You are working with Gabby who is employed at a local college. You are called in mid-week to meet with her and the manager. Apparently Gabby and a co-worker have been “bullying” another person and a complaint was filed. The manager explained that the college has very strict rules about bullying and that if it happens again Gabby and her co-worker would be terminated. Following the meeting with the manager, you meet with Gabby who states they were just “making up songs” and laughing about it. You provide feedback to Gabby to explain the severity of the infraction. You talk with Gabby about bullying and make sure that she understands the implications of bullying at the worksite. She promises that it will stop. You get called in again the following Monday morning and are told that Gabby is being terminated because she and the co-worker continued the bullying. Gabby wants you to defend her and “fight” for her to keep the job.

- Is this an ethical dilemma? Why or why not?
- What are the ethical issues and principles involved?
- What are the potential consequences of all possible actions?
- What do you think is the best course of action?
The Slippery Slopes of Ethical Rationalizations

- I don’t have time.
- It’s really best for everyone involved.
- I want to make it easier for _____ (the person, business, coworker, etc.)
- It’s better for this to be kept quiet
- Everyone is doing it, so it must be ok.
- A release doesn’t matter in this case.
- My boss told me to do it.

Natural Consequences

You are free to make whatever choice you want, but you are not free from the consequences of the choice.

Social Capital

Wrap up