



585-340-2051

Roles and Responsibilities of an Employment Support Professional ESP

Eleversity



1

Employment Support Professional

Part 1

Eleversity



2

Develop Flexible Independent Job Coaching Assess Support
Community Employment Specialist
Coach Community Caring Opportunities Employment Support
Job Supportive Opportunity Employment Support
Rapport Employment Mentor



What is an Employment Support Specialist?

Eleversity



3

3

What contributes to the SUCCESS of a ESP



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

4

OPWDD Vocational Options

Part 2

5

What is the goal of...

Community Based Prevoc

For people who want to work but need support to develop the fundamental skills to be successful in employment. These services focus development and assess fundamental work skills, not on job tasks.

Pathway to Employment

Through the activities of a formal Discovery Report, participants will explore different types of work and determine a career goal and determine the next best step to support them in reaching that goal.

Employment Training Program

Through the activities of a formal Discovery Report, ETP provides the opportunity for people to have a longer period of intensive coaching, during a paid internship and then transition to a paid employee of the business.

6

Who is a good candidate for...

Community Based Prevoc

- Little to no experience working or volunteering
- Wants to explore work, but not sure where to begin
- Has not been assessed for vocational skills
- Just starting out on vocational exploration

Pathway to Employment

- No prior paid work experience
- Little to no experience in the community
- Want to explore work to see if it's a good fit
- Want to develop a job goal

Employment Training Program

- Experience working and/or volunteering with some positive results
- Able to alone in the community
- Ability to access ongoing transportation options
- Has an idea of work, may need shorter discovery to "prove out" the strong job match

Eleversity

7

Recurring Activities

Community Based Prevoc

Transferrable skills

Discovery activities

Community based

Ask "Are they ready for CIE?"

Attend Innovations in Employment Supports trainings

Pathway to Employment

Well written documentation

Learn new things

Benefits Counseling

Supports trainings

Employment Training Program

Identify Learning Style preferences

Teach and train

Community education

Supported Employment

Eleversity

8

Community Based Prevocational aka Prevoc

Unpaid or volunteer activities

Non-job task specific skills

Travel training/transport

Assessment and skill building

Discussions of disclosure

Use the FLSA to expand community experiences

Identify accommodations/supports/transferrable skills

Job Readiness Training

Begin discussion for Benefits Counseling

Eleversity

9

**Pathway to Employment
aka Pathway**

First formal discovery opportunity

Purposeful activities to explore the idea of work

Es of Discovery to support creating a vocational goal

Ask "Ready for job development?" and next best step to get there

Create a Job Development Plan OR Vocational Development Plan

Ask "has Benefits Counseling been done?"



10

**Employment Training Program
aka ETP**

Attend ETP101

Assist with ETP application process

Establish on-going communication with the ETPS

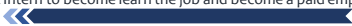
Create activities to complete Discovery

Ensure community assessments match career interests

Recommendation: Is the person ready for Job Development?

Create a Job Development Plan OR Vocational Development Plan

Support Intern to become learn the job and become a paid employee



11

**Intensive Supported Employment
aka SEMP**

Help prepare for new job: day 1, week 1, etc.

Support in learning job tasks

Complete a Job Analysis, Task Analysis and other tools to help teach job tasks

Facilitate communication with supervisor/coworkers

Implement training techniques, adjust accordingly

Assist in acclimating to workplace culture

Support independence of new employee and create a Plan to Fade

Facilitate Natural Supports, on and off the job



12

Transition from ACCES-VR
aka ACCES

Ensure ACCES-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



13

Extended Supported Employment Services
aka SEMP

Continued less frequent visits – On or Off Site

Facilitate relationship building natural supports, new managers & staff, etc.

Acclimate to the Job Site (Tasks, Manager, etc.)

Participate in Employee Evaluations

Adjust coaching supports

Ongoing skill and career development



14

What Might Get in the Way?

Part 3



15



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'.

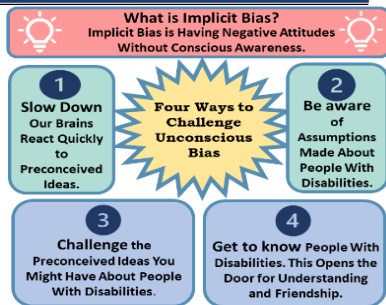
16

What do you think of when you see this?



17

Challenging Bias



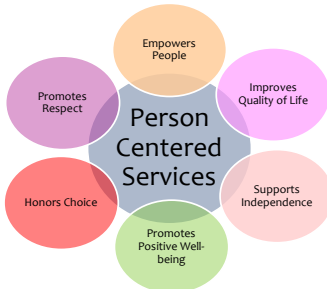
18

Important Concepts When Providing Supports

Part 4

Eleversity

19

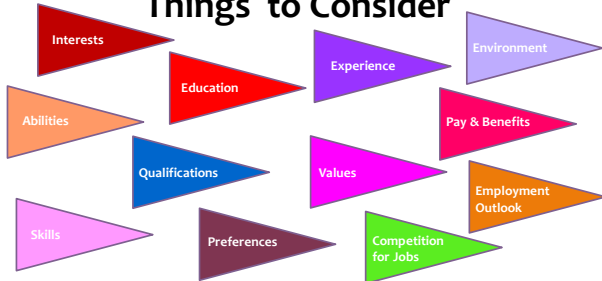


Eleversity

20

20

Things to Consider



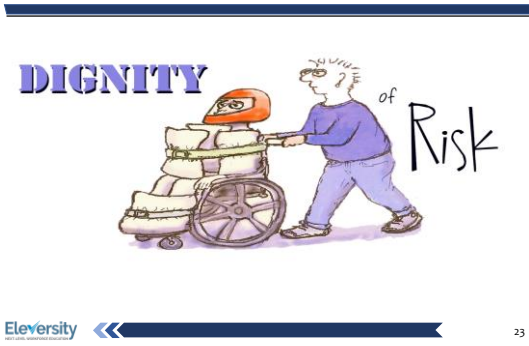
Eleversity

21

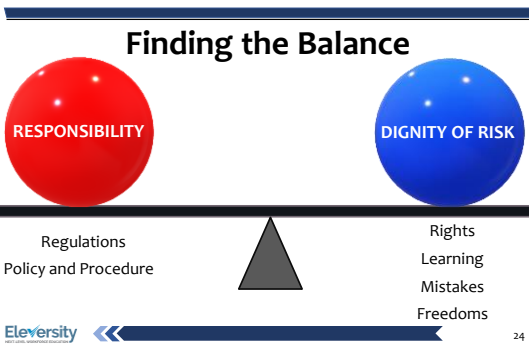
21



22

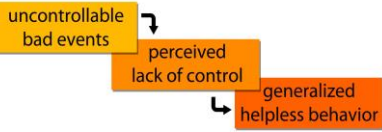


23



24

LEARNED HELPLESSNESS



Learned helplessness: the passive resignation produced by repeated exposure to negative events that are perceived to be unavoidable: "we can't change the course of negative events, failure is inevitable and insurmountable."

*Learned helplessness is about responses to failure (not to success)
Learned helplessness: a control problem, not a competence problem*



25

THE LANGUAGE OF LEARNED HELPLESSNESS

Learned Helplessness inhibits growth and the development of self-confidence

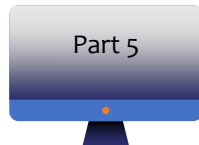
- | | |
|---------------------------|----------------------------------|
| "Let me get that for you" | "That's too difficult for you" |
| "I'll do it" | "It's late, you can let that go" |
| "Let me handle that" | "I will ask the supervisor..." |
| "I can fix that for you" | |

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



26


Ethics



27

ETHICAL PRINCIPLES

- Autonomy
- Beneficence
- Fidelity
- Justice
- Nonmaleficence
- Veracity




From the Code of Professional Ethics for Rehabilitation Counselors 2017
https://www.cccertification.com/RehabEthics_Resources/CRCR_Code_Eth_20202017.pdf

Eleversity

28

Ethical Decision Making



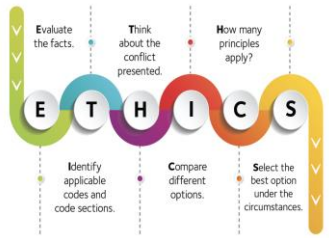
Steps to Ethical Decision Making

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.

Eleversity

29

Characteristics of an Ethical Dilemma



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

Eleversity

30

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



Eleversity

31

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?

Eleversity

32

32

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.

- 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?

Eleversity

33

33

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?

Eleversity

34

34

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.

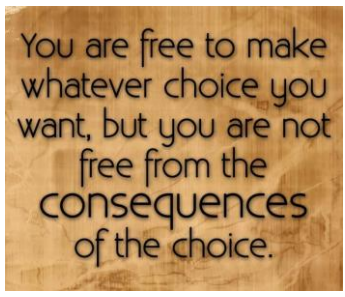


Eleversity

35

35

Natural Consequences

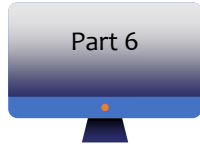


Eleversity

36

36

Social Capital Wrap up





37



38

38



info@Eleversity.org



(585) 340-2051

www.Eleversity.org



39

39
