

Hiring and Onboarding Skills for Vocational Leaders

Innovations in Employment Supports



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Today's Agenda



- Recruiting
- Hiring
- Onboarding

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Hiring New
Employment Support
Professionals

- Step 1. Recruit
- Step 2. Interview
- Step 3. On-Boarding



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Give yourself 1 point for each function of the hiring process, for which you are responsible:

Write job posting	Post jobs on different sites	Review resumes	Set up interviews
Interview(s)	Make offers	Check references	Background checks
Day 1 Onboarding	Set up org. orientation	Ongoing dept. onboarding	Write dept. job description



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Step 1. Recruit



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Step 1. Recruit



The Trouble With Job Ads

- Perceived vs. real time spent reviewing job postings
- Job seekers look first at the job title, then company information, then salary and some other details
 - 14.6 seconds reading requirements
 - 25.9 seconds reading description
 - 23 seconds reading company description

<https://www.wsj.com/articles/BL-ATWORKB-911>



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Step 1. Recruit



What do job postings in NYS look like?

- How does the posting reflect the role and function of a job coach?
- How long will take to read the full posting?
- What is appealing or not appealing in the posting?



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Step 1. Recruit

Strategies for Recruiting Employees

- Treat candidates like customers
- Use social media
- Implement an employee referral program
- Create compelling job descriptions
- Check resumes posted online
- Attend industry-related meetups



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- Keep it concise
- Be careful of getting too casual
- Let candidates know what's in it for them
- Don't spend too much time talking up your company
- Define exactly what success looks like
- Get your job post up early in the week
- Use gender-neutral words for greater diversity



Writing a Job Posting That Attracts Talent



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Step 2. Interview

Hiring New Employment Support Professionals

- Step 1. Recruit
- **Step 2. Interview**
- Step 3. Onboarding



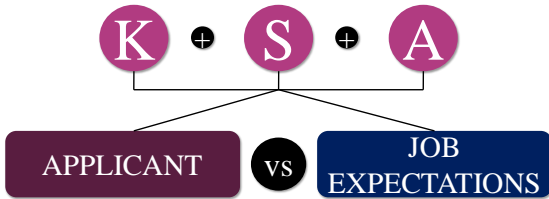
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Step 2. Interview

Components of a Good Job Match



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Step 2. Interview



General Requirements

- Education
- Driver's license / reliable vehicle
- Drug test / finger printing / background check
- Previous experience
- Writing skills
- Technology skills
- Availability / flexibility
- Others?

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- Working "in the field" for most of the job
- Interface with a variety of stakeholders
- High focus on relationship building
- Ability to market services to others
- Ability to provide excellent customer service
- Training others "in the field"
- Extensive and ongoing documentation
- Ability to work independently

Work Characteristics Unique to Employment Services

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What are you interviewing for?

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Describing What You Want

How will you assess and measure:

- Skills?
- Knowledge?
- Abilities?



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Step 2. Interview

Describing What You Want



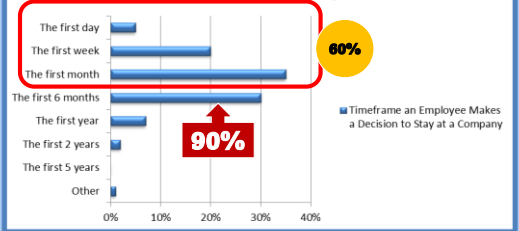
Interview Best Practices:
Do vs. Don't Do



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Step 3. Onboarding

Timeframe an Employee Makes a Decision to Stay at a Company





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What is your cost of turnover?



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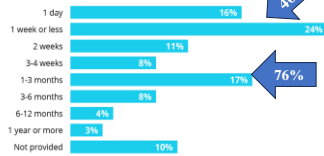
**Additional Costs of Turnover —
Before, during and after [BDA]**

- Human resources recruitment
- Placing advertisement
- Interviews, including setting up
- References/background
- Orientation
- Departmental training
- Shadowing
- Loss of productivity [BDA]
- Increased meeting times [BDA]
- Lost productivity of supervisor [BDA]
- Lost billing for vacancy
- Training department

Step 3. Onboarding

Successful Onboarding—It’s Important

Length of Formal Onboarding Programs



Source: SHRM

- Influence and positively reinforce employment decisions
- Ensure compliance
- Establish a sense of connectedness with the organization
- Enable the new hire to contribute as quickly as possible

Step 3. Onboarding



In the Beginning

- The training process ensures that the new hire feels welcomed, comfortable, prepared, and supported.
- These feelings increase the new hire's ability to make an impact within the organization, both immediately and over time.
- Employee success leads to satisfaction and retention, which allows the organization to continue to meet its mission.

Step 3. Onboarding

New Employment Support Professionals

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Step 3. Onboarding

Staff Development Strategies

Organizational and Departmental

- Mentoring
- Shadowing
- Coaching
- Job assignments
- Professional organizations

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Step 3. Onboarding

Employee Onboarding Toolkit

OPWDD Onboarding Checklist

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How do you support employees to be successful with Innovations courses?

OPWDD's Innovations in Employment Support Trainings

If Hired PRIOR to 1/2/24	If Hired AFTER to 1/2/24
Staff must complete 24 hours of Innovations training within their first year of employment	Staff providing SEMP services must complete 24 hours of OPWDD's Innovations in Employment Supports Training no later than December 31st two years after their date of hire or transfer to a SEMP service.
Effective January 1, 2024, after completing the initial 24 hours of training, staff billing for SEMP services must obtain 6 hours of continuing education for each calendar year, beginning on each full calendar year (January 1 to December 31) thereafter	
The service provider must maintain documentation that annual continuing education requirements are met.	



Innovations Training

Step 3. Onboarding



Supporting Staff in Learning Virtually

- Select courses in an order that will make sense
- Ensure employees have proper technology to participate
 - Reliable computer / tablet
 - Speakers/Mic / Camera
 - Reliable internet
- Prior to training, ensure employees can use equipment and are familiar with Zoom
- Review Eleversity Virtual Learning Protocol
- Expectation of being prepared and on time
- Discuss how each course will connect with their services
- Instruct on how to proceed with connection or schedule issues [585-340-2051]

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INFO@ELEVERSTY.ORG

WWW.ELEVERSTY.ORG


(585) 340-2051


Contact Information

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 info@Eleversity.org

 (585) 340-2051

 www.Eleversity.org

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