Pearls of Placement

This document is intended to describe the job duties of the Career Placement Specialist as part of Nebraska VR's effort to provide informed and dedicated services to our businesses and clients.

Once a referral is made for Placement services:

- Usually, the case is discussed with involved team members, the Counselor, Supervisor, Associates, and/or additional teammates during a team meeting.
- Study the profile in QE2, read all task notes, research the disability, the IPE, and the Job Goal.
- Contact the client and set up a time to meet face-to-face.

***Important* * Document your attempts at contact with the client to set up your appointments. Document every contact you have with the client from this point on: what was discussed, actions they or you will take in the Placement process, job sites you use, jobs they've applied for, practicing interviews, cancellations, etc..**

First Meeting:

- Ideally, the client will be "job ready".
    - The client will need to have the proper IDs required by their future employer (2 of the following forms of ID are needed).
        - Birth Certificate or SS Card
        - Driver's License or State ID
        - Passport – Covers all
- Daycare needs and Transportation will have been arranged.
- These and many other factors will need to be considered for availability to work when applications begin.

- **2 goals to accomplish as Placement staff during the first meeting.**

    - Complete Job Search Agreement (**JSA Service in QE2**)
        - A Job Search Agreement must be completed every 90 days while the client is in Placement until they obtain employment.
        - The Job Search Agreement is important for accountability for both the Placement Specialist and the Job Seeker.
        - Topics in the JSA:
            - Job Goal, Other Acceptable Options, Potential Employers, Employers to Avoid, Employment Concerns, and Possible Solutions to any concerns – Keep in mind how employment, wage, or hours might affect the client's benefits. If there is any doubt, arrange for benefits counseling.
            - The check boxes for Nebraska VR, are what the Specialist will do, depending on need.
            - The check boxes for Job Seekers, are what the client agrees to do, depending on need.
            - Providing consent to complete applications – this was created to allow the specialist and the job seeker to complete applications when they

are not able to meet face-to-face. If the client does not have access to the online application, or has difficulty with completing it themselves, you can complete this for them while you are speaking with them either via phone or online chat. You should never complete job applications for your clients when they are not present.

- Complete Job Seeking Skills (**JSS Service in QE2**)
  - Questions to ask for the JSS service, if not already discussed during the JSA:
    - Do they have clothing for an interview? This is also an opportunity to discuss proper grooming and attire for the job search.
    - Resume – Placement staff can help to create, fine-tune, overhaul, or make changes to cater to specific jobs (having an accurate work history is important for the Resume.
    - Keyboarding skills? Do they need help completing applications?
    - Do they have references in mind? (we recommend at least three) – VR staff members can be used.
    - Is professional E-Mail and/or Voicemail set up for potential employers? – Placement staff can assist/instruct on greetings and appropriate responses.
    - What level of involvement do they want from VR/Placaement staff in the hiring process with employers? This could be an opportunity to work on Self-Advocacy.
    - How confident are they with Interview skills? The JSS training workbook has very helpful practice questions for future appointments.
    - What job searching platforms have they used? Are they familiar with certain websites (Indeed, NEWorks, etc…)?

Second and future meetings:

- Weekly Meeting for the Job search – if you did not meet, or did not have contact, explain why in your documentation: the client cancelled, there was a holiday, bad weather, etc… things happen.

- Job Search Assistance (Service in QE2)
  - The Job Search:
    - Listen carefully about where the client wants to work or would like to work. Let them initiate the job search if possible.
    - Provide information about the labor market, as well as job leads and contacts that Placement/VR Offices will have attained in the community. This is available in the Employer Database.
    - Filling out applications – Assist or observe in completing paper or online apps, staff involvement depends on client preference. Make suggestions that would improve the chances of getting an interview.
    - Look for Contacts in the Employer Database when targeting a business/job that the client would like to apply for, or has applied for.
    - Utilize discussion/input from teammates when thinking of places to apply or places that are hiring.
    - Consult the Business Account Managers for ideas.
    - A few good Job Sites:

        - indeed.com, NEWorks.com, monster.com, governmentjobs.com, jobs2careers.com, simplyhired.com

- Job Seeking Skills Training ***You can tack on the JSS service to the JSA service when you document if you provide job seeking skills training during your appointments.***

    - Materials available on VRIS Placement:

        - Weekly Job Search Record
            - This can be used to keep track of the jobs they have applied for during their search.
        - The Job Facts Guide
            - This can be used to have important information readily available to you or the client with space in the back to keep track of usernames or passwords while creating profiles on Job Sites online or employer websites, if it is required to apply (these can get confusing without proper reminders).
        - Job Seeking Skills Training Workbook & PowerPoint
            - The workbook has many exercises for JSS training including Networking, First Impressions, Checklists before interviews, examples of quality applications and suggestions for how to explain reasons for leaving jobs, practice interview questions that are frequently asked, suggestions for a successful interview, follow-up interview tasks, examples for quality Resumes', how to document references, examples for Cover Letters, and useful action words for skills the client may not realize they have.

If the client is having a difficult time finding employment:

- Examples:
    - The job search has stalled.
    - There aren't any positions available in the area for the desired employment goal.
    - They are going to interviews but are not getting hired.
    - Resources and contacts are running short.
    - The client is losing confidence.
    - The client has not been meeting with you for regular appointments.

- Solutions:
    - Consider a business outreach, and work with your client to explore interest in doing a job shadow, mock interview, or a tour at a business – these are good ways to get their feet in the door.
    - Contact an employer after an unsuccessful interview and ask what the client could do to be successful at their next interview.
    - Some offices will refer the client to their evaluator to see if they can provide some analysis on where the client's skills/strengths are.
    - See if an employer would consider doing an OJE or OJT.
        - OJE – On-the-job Evaluations are where VR pays for OJE training experience with no expectation to hire – VR pays the clients wages for up to 90 hours at minimum wage.

        - OJT – On-the-job Trainings are where the company hires the client and VR reimburses the business up to $4,000, and, depending on client need, could provide for uniforms, boots, etc..
    - Maintain optimism and positivity.
        - Use strength-based language.
        - Keep reaching out, at least weekly. If the client isn't responding, continue your outreach.
    - You may have to consider other job possibilities that are different than the primary job goal.
    - Communicate with your teammates, Supervisors, BAMs, and established employers. You are not alone. You could also request a consult during a Team/WIN meeting for suggestions.
- Sometimes circumstances arise where the client must be referred back to their counselor for a new approach.

<u>Once the client finds a job/gets hired:</u>

- Information needed for VR:
    - Employer's name
    - Job Title
    - Supervisor's name
    - Start Date
    - Hourly pay or Salary
    - Hours per week
    - Benefits
- If needed, update the Employment History in QE2.
- Does the employment match the Job Goal?
    - If different than the job goal, the IPE will have to be amended and signed.
- Work with the client to ensure they have the proper IDs required by the employer (two forms of ID)
    - Birth Certificate or SS Card
    - Driver's License/State ID
    - Passport

- **<u>After their first day on the job:</u>**

    - **At least 2 follow-up contact notes with the client in the first month of employment.**
        - Good questions to ask:
            - Do they have everything they need to perform their job duties? VR can assist with specific needs.
            - How is the training coming along?
            - Are they enjoying their work?
            - How are their relationships with co-workers and Supervisor?
            - Does it feel like a good fit for them?

- A referral to ATP may be required for assistive technology depending on the clients' impairments and accommodation needs.

- One contact note with the Employer in the first 30 days of employment.

Important * Ask the client if they are comfortable with you contacting their employer. You may have already had contact with the employer, but if not, get permission from the client!

    - Questions to ask the employer (This is a conversation, and an opportunity to establish good relations with this employer/business):
        - Is the client performing their job duties?
        - Does it seem like a good fit?
        - The employer may ask, *"Should I be concerned?"* – A good response: *"VR supported this individual in their job search, and we will continue to do so to assist in maintaining employment. We will come running if there are any concerns, but it seems like a good fit, and we will continue to support our clients and our businesses!"*

- A minimum of one additional contact note with the client every 30 days until case closure.
    - Repeat questions and document concerns.

If concerns arise during the first 90 days of employment, or ATP is needed or any other paid service is needed, the 90-day clock towards a Successful Outcome is reset.