

Handout 9 - CUSTOMISED EMPLOYMENT PROCESS DOCUMENT

What is Customised Employment?

Customised Employment is an individualised approach to vocational supports and services: one person at a time. It consists of two stages: Discovery and Job Creation. The goal of Customised Employment is to tailor jobs/self-employment to fit the skills, interests, strengths, and support needs of the individual whilst meeting the needs of business/the market for a service or product.

The School to Work project trialled the CE approach in the Perth Hills through support from the NDIA, which gave students in Years 10-13 150 hours of Employment Support to support transition. Whilst hours are not prescriptive, evidence suggests a thorough Discovery Process to be impactful at between 25 - 50 hours of support depending on the needs and capacity of the individual (The Job Developer's Handbook – Griffin, Hammis and Geary – Pg. 30). Ongoing support with job creation, establishment and continuation will differ for each individual.

1) THE DISCOVERY PROCESS

Discovery is a process of getting to know an individual that enables a picture of the person to emerge. Discovery relies on experiential situations in real environments to reveal clues about vocational interests. Discovery is the foundation upon which all customisation of employment rests. In discovery, information is gathered about an individual's interests, strengths, the types of supports that are most effective, the skills the individual has, and the types of environments and activities where this person is at his/her best. This information is gathered in a series of interviews, observations, and activities that occur in natural environments and that are typical to the individual.

There are 7 stages to the Discovery Process:

Stage One: Home & Neighbourhood Observation

Stage Two: Others to be interviewed

Stage Three: Discovery Visits

Stage Four: Vocational Themes

Stage Five: Vocational Profile

Stage Six: Job/Business Development Plan

Stage Seven: Informational Interview

STAGE	ACTIVITY	INVOLVES	HOURS
One	Home and Neighbourhood Observations	Support worker will: <ul style="list-style-type: none"> • Interview person with disabilities including their family members where applicable. • Accompany and enable individual to tour their neighbourhood whilst providing necessary care and support. 	1-3 hours

Two	Others to be interviewed	Support Worker will <ul style="list-style-type: none"> Conduct further interviews with other individuals the person with disability and their family recommend. These could be school representatives, work experience hosts etc. 	1-3 hours
Three	Discovery Visits	Support Worker will: <ul style="list-style-type: none"> Observe individual in activities that give context to their Interests, Talents & Skills – PHOTOS and/or VIDEOS are taken (with permission) to help in the production of a visual resume or online career portfolio 	1-3 hours
Four	Vocational Themes	Support Worker will: <ul style="list-style-type: none"> Support the individual to highlight emerging themes (i.e. Organising, Cleaning, Cooking or Food Prep) that meld Tasks, Interests, Talents, and Skills. Support individuals to conduct at least 2 information interviews and some work experience that could be as a minimum 6 half days over a 2 week period. Including on the job support, communication support, personal care and transport. 	15 - 20 hours
Five	Vocational Profiles	Support Worker will: <ul style="list-style-type: none"> Support individuals to summarise information gathered from stages 1-4 and facilitate keeping the Discovery Team updated of outcomes from stage 4. 	1-2 hours
Six	Job/Business Development Plan	Support Worker will: <p>Support individuals to put together a Business Development plan that takes into account the following areas:</p> <ul style="list-style-type: none"> List of Twenty Places where people with similar Vocational Themes Work. Creating an online career portfolio using a free template found at www.portfoliogen.com, visual and print resumes and cover letters selecting at least 3 or 4 places from the List of 20 to arrange Informational Interviews for moving into the job development stage 	2 - 4 hours

Seven	<p>Informational Interviewing</p> <p>*** Please see below for an explanation of the Information Interview Strategy. ***</p>	<p>Support Worker will:</p> <ul style="list-style-type: none"> • Assist person with disability and selected members of the Discovery team to select 3 or 4 businesses from the list of 20 and arrange Informational Interviews for job development. • Support individuals to prepare for informational interview, including develop questions, dress, communication strategies etc. • Support individuals to participate, including personal care, transport, communication or other support. 	<p>10 - 15 hours</p>
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*** An *Informational Interview* is a meeting that can average between 30 mins to 1.5hrs in which a potential job seeker seeks advice on their career pathways opportunities, the industry, and the corporate culture of a potential future workplace; while a prospective employer gets to learn about the job seeker and judges their professional potential and fit to the corporate culture, so building their candidate pool for future hires.

This differs from a job interview because the conversation is not about hiring and not about a specific job. The potential candidate asks general questions about the nature of the company or the industry, and the "insider" learns about the potential candidate's professional character at the same time.

The informational interview helps overcome a problem with most discussions in a recruiting/job-seeking process, where each side is hesitant to talk to the other because they are uncertain about whether they might be wasting their time with an unqualified candidate or unsuitable workplace. In contrast, "the informational interview provides a non-threatening forum" for discussion as the two sides learn about each other. ***

2) JOB CREATION

The remaining amount of time allocated to the Customised Employment approach is then spent developing and implementing the Job Analysis Record. Time taken to implement the JAR is highly dependent on the requirements of the individual, and will focus on:

- Self-Employment / Micro-Business / Business-Within-a-Business
- Job Carving (Job Creation)

2.1 Self-Employment / Micro-Business / Business-Within-A-Business

Microenterprise is a relatively untapped but legitimate and often successful employment option. Operating on a small scale, filling a niche in the market place, it is ideally established around an individual's interests and hobbies. Participants can explore, develop and potentially operate their own small business or microenterprise, gaining new skills in business, customer relations, marketing, social media and the industry that they are operating in. Having the opportunity to use their unique skills and abilities to generate some income and gain a public profile. This can often lead to the formation of natural relationship and social and community inclusion.

There are nine stages to the Microenterprise development program

Stage One: Getting started – business idea and program process

Stage Two: Feasibility study of idea

Stage Three: Business Planning

Stage Four: Finances, Risk Management and legal requirements

Stage Five: Training

Stage Six: Marketing and Advertising

Stage Seven: Supports

Stage Eight: Exiting the program

Stage Nine: Measure and Report

Stage	Activity	Involves	Hours
One	Getting Started – business idea and program process	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Interview the participant (the individual who is exploring the microenterprise option), often their support network (family, friends, mentors) at times, a DSO that is currently providing the participant services, a LAC and/or the NDIA planner. This interview process will determine the idea being put forward for the business and discuss how the process works and what is involved. • Conduct survey to use as a flat line in determining outcomes 	1-3 hours
Two	Feasibility Study of idea	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Conduct a feasibility study on business idea including financials, projected profit and loss, is there a market? Equipment or materials needed. 	10-15 hours
Three	Business Planning	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Communicate with family to work through business plan template • Produce business plan 	15-20 hours

Four	Financials, risk management and legal requirements	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Research budget and produce budget plan • Research risk and produce risk management plan • Research legal requirements and advice participant and involved parties 	10-15 hours
Five	Training	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Interview participant to determine level of skills, education, qualifications. • Research and suggest any local courses or tafe courses that can be undertaken to improve either business skills or skills in the chosen industry • Support participant to enrol in course <p>Support worker will:</p> <ul style="list-style-type: none"> • Support participant in attending course 	<p>5-10 hours</p> <p>Unknown</p>
Six	Marketing and Advertising	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Research and determine marketing and advertising strategy. <p>The Support Provider will: or support worker will:</p> <ul style="list-style-type: none"> • Support participant to execute marketing and advertising strategy, this may include setting up a business Facebook page. Designing flyers and letter box dropping etc. 	<p>10-15 hours</p> <p>10-15 hours</p>
Seven	Supports	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Produce a support plan for participant to conduct their day to day business operation <p>The Support Provider will: or support worker will:</p> <ul style="list-style-type: none"> • Support participant to operate their business 	<p>5 hours</p> <p>1 – 38 hours per week depending on individual and work available</p>

Eight	Exiting the Program	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Invite all peoples involved with the participant’s business venture to a meeting • Produce all documents including all plans, templates advertising logo’s etc. that the participant will need to continue in the operation of their business team • Give participant information on other community groups that they can use for guidance with business matters e.g.: small business development centre • Conduct survey 	3 hours
Nine	Measure and Report	<p>The Support Provider will:</p> <ul style="list-style-type: none"> • Collate findings of the initial and final surveys to determine outcomes. • Follow up with participant and support team in 3 and 6 months • Produce case study of participants journey to highlight acquired skills and outcomes 	10-15 hours

2.2 Job Carving

Job carving is an approach that utilises the negotiation of a specific job design to suit a person with a disability. The job design can include components of a number of duty statements and be selected according to the interests, skills and abilities of the person.

Job Carving benefits both the organisation/business and the individual by aligning the strengths of the individual with the needs of the organisation.

It requires providers to assist employers to undertake this process and work with them to match the employer's needs and a job design that maximises the skills and abilities of the job seeker with a disability. There are four stages:

Stage One: Employer engagement

Stage Two: Role negotiation

Stage Three: On-the-job support/employer assistance

Stage Four: Ongoing support

Stage	Activity	Involves	Hours
One	Employer engagement	The Support Provider will: <ul style="list-style-type: none"> Support the individual to utilise the necessary resources required for the individual to engage with the employers (business cards, career portfolio, resume et cetera) Support individual to cold canvass for job opportunities by utilising the discovery record 	10 – 40 hours
Two	Role negotiation	The Support Provider will: <ul style="list-style-type: none"> Support the employee and employer to establish a new position description using evidence from the discovery process, and taking a range of chores from other position descriptions. 	10 – 15 hours
Three	On-the-job support/employer assistance	The Support Provider will: <ul style="list-style-type: none"> Provide one-on-one support to the employee to learn the requirements of the job, and establish the processes and practice required to do the job, in collaboration with the employer 	40 – 60 hours
Four	Ongoing support	The Support Provider will: <ul style="list-style-type: none"> Provide support to the employee to manage the disability related barriers to remaining employed 	1 – 38 hours per week depending on the work available and individual needs