

Customized Job Development Activities

Updates to the Visual or Video Resume - Traditional resumes emphasize past employment and education. Visual or video resumes (or other representational portfolio) uses high resolution pictures and/or video, and descriptive narrative to highlight the JC's competence, skills, and potential contributions to a business. They provide an opportunity to tell the story of the person as it relates to work and allows a decision maker to visualize the person's potential benefit to their business.

Examples of when the visual or video resume may be updated in Customized Job Development include but are not limited to: adding newly learned information from an informational interview; adding pictures or videos of the JC participating in a tasked-based activity during an informational interview; or to customize the resume to a specific audience or industry.

Business Development (from the Lists of 20) – Customized Job Development does not rely on posted job openings. Job developers and/or VR Counselors must proactively gather information on business and industry needs using an informational interview approach and other networking opportunities. In Customized Job Development, jobs are created by contacting businesses on the List(s) of 20 that are related to the JC's confirmed vocational themes and talking to those businesses who share those same themes to learn more about their business and unmet needs. All business development should align with confirmed vocational themes.

Examples of business development include but are not limited to; conducting informational interviews with businesses identified on lists of 20, following a referral from another informational interview (business would be in addition to lists of 20), follow up on initial conversation with business (looping back for more information).

Identification of New Business Leads – Using informational interviews, employment specialists and/or VR counselors connect with businesses from the List(s) of 20 to get their advice, learn of other businesses they should also be talking to, acquiring new business leads within the JC's theme(s).

Informational Interview(s)- Customized Job Development is a targeted but casual approach that utilizes people's social connections to start conversations with businesses and learn about the needs of their businesses and/or industries. Informational interviewing serves as the primary vehicle for connecting JCs to businesses with similar vocational themes to get their advice and to identify ways that a JC may be able to help meet business needs. The goal is to connect with businesses through the JC's (or a team member's) social capital, making the connections more personal than cold calls.

Benefits and Financial Planning – The BPQY, referral to a certified benefits planner (IVRS, WIPA, or in-house at CRP), and discussion and planning around financial goals will have started in Discovery. During Customized Job Development ensure that the JC is working with a certified

benefits planner to understand the impact of work on their benefits, utilizing available work incentives, and can make informed decisions about working at full capacity.

Examples might include talking with JC and family about impact of work on benefits, making a referral, talking about financial goals as you move into placement, talking about and planning for reporting earnings, developing a PASS plan, exploring use of work incentives, etc.

Assistive Technology – Assistive Technology in the workplace is underutilized. Assistive Technology can be high tech or low tech. During job development there may be opportunities for a JC to “try something out” or “get their hands dirty.” Any time our brain goes to the idea of “the person wasn’t good at...” think about what if there was an assistive tech device, technology, or adaptive equipment that could make a difference. You do not have to be the expert with AT, you just need to know where to go for support. IVRS and Easter Seals of Iowa both have AT experts that are willing to provide guidance and support. If you are requesting AT from IVRS be sure to first talk with the counselor to ensure that this is worked into the JC’s plan.

Completion of Job Analysis - A job analysis includes learning about: The culture of the work environment, the natural trainers and "go to" people, the steps involved in the specific tasks to be completed, requirements for speed and accuracy, and any other things that would be important to know (e.g., equipment needed). Some of this information was likely collected prior to proposing the job, but this is an opportunity to "fill in the gaps" before the person starts work. It is also an opportunity to identify areas where the JC may need additional support with specific tasks or opportunity to pull in AT.

Development of an Employment Proposal – Employment can be proposed verbally or in writing (or both) by identifying "the ask" (e.g., hiring John to complete specific tasks) and highlighting "the win" (e.g., how it benefits to the employer - will it save them money, increase efficiency, etc.). Proposals set the stage for negotiation. Whether you are proposing employment verbally or in writing (or both) remember to: 1) State what you are proposing. 2) Describe the benefits to the business. 3) Provide information on the job seeker and how they might be able to meet unmet needs. 4) Describe any conditions for success that may need to be considered. 5) Negotiate and listen for what businesses need. Be prepared to address concerns. 6) Discuss next steps.

Negotiation of Customized Position- In Customized Job Development, Employment Specialists representing JCs will need to understand business’ needs and interests to effectively negotiate positions for JCs. Therefore, Customized Employment focuses on using informational interviews and other informal conversations to get to know a business’ needs, because understanding where business owners are coming from will help in negotiations. Through conversation and observation, Employment Specialists tease out information about things that might help the business, such as ways to generate more income, save money, increase efficiency, or improve employee morale. Their needs are the basis for negotiation that will result in both parties achieving their goals. Negotiation focused on an outcome that satisfies both parties equally.

The goal of negotiation is to move people from positions (e.g., "we're not hiring") to understanding underlying interests (e.g., "we have work that needs to get done but our current income doesn't allow us to hire additional employees").

Accessing/Leveraging Social Networks and Capital - Customized Job Development is a targeted but casual approach that utilizes people's social connections to start conversations with businesses and learn about the needs of their businesses and/or industries. Employment Specialists and VR Counselors use their own social connections, that of the job candidate, and/or those of other team members, to ensure a warm connection with the businesses found on the List(s) of 20. Do not forget to utilize the rich social capital of organization boards, or faith communities, etc.

Development of Job Site Training Plan – A job site training plan articulates a plan of action for onboarding the new employee. This is a plan of action for the business and the employee, both parties' benefit. This could include what tasks the JC will be responsible for, who will train the job candidate, if additional support is required how will the CRP provide coaching support, how the JC is best supported, who are the coworkers and their roles and expertise, who is the go-to at the business, etc.

Plan for Natural Supports and Non-Employment Time – Natural supports can be provided by a co-worker or other member of the employment site, and they provide the JC needed support to learn and perform a skill/task on the job. This plan is coordinated with the worksite or business. From the start, it is important to build support within the business for the new employee. This can be done in several ways: 1) Ensuring participation in the typical orientation and training activities; 2) Expecting that the new employee will learn the job in the same way other employees do (training by supervisor or co-workers). As needed, the Employment Specialist serves in a consultative role to help identify accommodations, support strategies, and performance expectations. 3) The Employment Specialist checks in with both the employee and employer regularly. This helps to ensure the relationship is mutually beneficial and allows the Employment specialist to problem-solve with the business as needed.

When it comes to non-employment time, the employment specialist or VR counselor develops an individualized plan for non-work time that does not include group day activities and facilitates positive natural connections between key employees and the JC, including non-work activities and mutual interests.

Plan for Transportation – Support to the JC to access all their resources and funding options to coordinate and plan for their transportation to and from their worksite.