




Making it Work: Job Development at WorkBC

Presenters:
Janice Huber (Back in Motion) & Judi Hale (WCG)

Introduction

Who we are?

- Janice is a Job Developer at AVIA ESC in Newton
- Judi is a "floater" Case Manager for WCG in AVIA ESC's as well as a Facilitator and Job Developer for other WCG programs




What will we share with you?

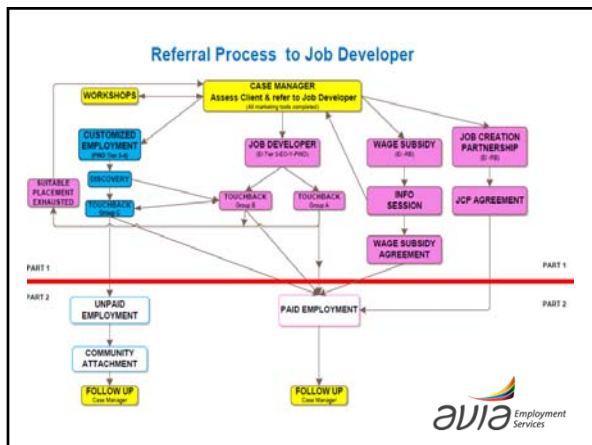
- A) The AVIA model for providing Job Development
- B) Role of the Case Manager in referring clients to Job Developer
- C) Case studies
- D) How Employers are engaged and retained
- E) Output for Outcomes - (*what tasks, when and why*)

Q&A




The AVIA Model

- Created to provide Case Managers with a clear and consistent referral process
- Provides the Job Developer with job ready Clients who have a good work ethic, are motivated to work and professional marketing material



Case Manager's Role

- **Assess** clients' readiness for job development services through observation and evidence
- **Evidence includes:**
 - ▣ following through on tasks
 - ▣ being punctual for appointments and workshops
 - ▣ has shown appropriate behaviour with peers and staff
 - ▣ shows a positive attitude
 - ▣ motivation to secure employment



WorkAbilities Workshop Series – April 8 to June 18 2014
 WORKBC Employment Service Centre – Newton Storefront Location
 240 – 7525 King George Boulevard, Surrey BC V3W 5A8

Workshops 1:00pm to 3:00pm Mon & Wed	Date
Creating a Personalized Wellness Plan	Wed. April 9
Identify Employability Skills **	Tues. April 15
Time Management and Organization	Wed. April 16
Discovering Your Skills Set **	Tues. April 22
Basic Communication and Conflict Resolution **	Wed. April 23
Resume & Cover Letters **	Tues. April 29
Team Building	Wed. April 30
Resume Interview Follow Up **	Tues. May 6
Stress Management **	Wed. May 7
Self-Esteem	Tues. May 13
Positive Self-Talk: Dealing with Negative Feedback **	Wed. May 14
Resistant to Change – Overcome Fear	Tues. May 20
Sleep Management: Pain, Sleep and Depression	Wed. May 21
Understanding Labour Market & Employer Expectations **	Tues. May 27
Problem Solving Strategies **	Wed. May 28
Accessing Hidden Job Market & Networking **	Tues. June 3
Activity and Recreational Planning (Goal Setting & Pacing)	Wed. June 4
Social Media **	Tues. June 10
Pain Management: Disability and Medication Information	Wed. June 11
Interview Skills **	Tues. June 17
Basic Communication and Conflict Resolution	Wed. June 18
Proper Behaviour and Attire	Tues. June 24
Interview Practice **	Wed. June 25

** 13 workshops for
Deaf Client with
Interpreter
Summer July 15 –
Aug 26 – 7 weeks
Fall Sept 15 – Dec 2
– 12 weeks



Case Manager's role (Continued)

- Prepare Client for referral by outlining JD expectations: attendance, punctuality, group work practices such as networking, mock interviews, possible volunteer or unpaid work experience
- Inform Client that the JD needs to see evidence of good attitude and work ethic so Client can be marketed to employers



Case Manager's role (Continued)

Completion of Job Developer's referral form:

- Client and Case Manager agree additional support of a Job Developer
- Action plan is updated in ICM
- CM completes referral form and uploads
- Books Client into JD calendar
- CM could schedule a case conference with JD to share more details if needed



Job Developer's Referral Form

Completion of this form is required for referral to job development service. Not all the above criteria are to be met for acceptance to job development service. The need for job development service is assessed by the case manager on an individual case basis with feedback from job developer as needed.

Date: _____ CMC: _____ Client Number: _____
 Name: _____ Phone: _____ Employment Goal: _____
 FT ___PT ___ Income Source: _____

Action Plan indicates need for Job Development	Yes	No
ORENA		
Resume & Cover letter uploaded to B2W	x	
Able to email resume with professional email		
Able to change the resume and cover letter for various postings		
Use various job search websites (give handout)		
Applied on line or set up online accounts		
Has a working computer or willing to work regularly in Resource Room		
Has an active vld with professional outgoing message	x	
References - has 3 references and knows what they will say		
Willing to Volunteer or do Unpaid Work Experience	x	
Schedules networking into job search		
Understand how to follow up with networking and interviews		
Knows how to research a company to prepare for an interview		
Willing to attend a mock interview workshop		
Has interview clothes		
Easy access to transit and bus fare		
Has a BC Driver's License		
May require Job Coaching		
Evidence of 3 Job Search Workshops		

Computer skills: ☐ None ☐ Basic ☐ Good ☐ Excellent
 Language Skills: English: ☐ Fluent ☐ Working knowledge ☐ average ☐ Basic
 Other (please specify): _____

Strengths: _____

Barriers (disability): _____

Learning style: _____

Motivation to work: _____

Various job objectives or employers interest: _____

Availability: Days available to work: M T W Th F S Su
 Preferred: _____
 Min to Friday: _____

Areas willing to work: _____

Job Search Commitment:
 1. I will job search 5 days a week. Days: _____ Time: _____
 2. I will touch base by email, phone or in person with Job Developer every two weeks. Yes ☐ No ☐

Client Signature: _____



Job Developer's Service Delivery

Step 1.

☐ **Prior to meeting Client, JD will:**

- ☐ Read referral
- ☐ Review case notes
- ☐ Check resume and cover letter
- ☐ Contact Case Manager regarding any further questions

Job Developer's Service Delivery

Step 2.

□ **Meet with client to:**

- Review expectations
- Discuss benefits of Touchback Sessions (group)
- Explain how Job Developer can support the Client's job search strategies:
 - Focused job search weekly activity plan
 - Build steps to dream job
 - Building evidence for a business case for the employer
 - Connect to suitable job postings and employers

Job Seeker Job Search Schedule Form

Name: _____ Phone #: _____ Email: _____

_____ C M Initials: _____ Status: _____ Tier: _____

Time		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Action Plan for the Week of: _____ Next Touch Back Session: _____

1. I will _____ Date: _____

2. I will _____ Date: _____

3. I will _____ Date: _____

Other: _____

Signature: _____ 

Step by Step Dream Job Strategies



Aviva Employment Services

Step by Step Dream Job Strategies

1. Researching

2. Build your job

3. Second Level job

4. Dream job

Exhausted or Successful ??

- Clients determine their own success.
- Job Developer gathers evidence to market Client to Employers or return to Case Manager.



BACK in MOTION
helping people work, helping people live



WCG

Profile - Client #1

- Struggled with addiction and in recovery
- Unemployed for several years with some short term labour positions
- Father of a 2 year old and determined to stay clean
- Action Plan targeting paid employment



Job Developer Activity Report



Job Posting: 25 Job Fair: 9 One to one meetings: 10 Workshops: 3
 Volunteer Opps: 6 Touch Backs: 6 Employer Forums: 6 Attended Interview: 1

MAY

- * JD setup Surrey Recycling Volunteer Orientation for Client to obtain current work reference and references – *Client did not follow*
- * Set up 12 construction sites/warehouse companies to drop off calling cards - *Client did not visit*

JUNE

- * JD set up interviews for Rebar Employer Forum - *Client no show*

JULY

- * JD emailed Client regarding several job fairs with time set for interviews - *Client no show*

AUGUST

- * JD sent job postings and set up interview with two employers - *Client did not call to set up time with employer*
- * JD sent 9 Job Fair opportunities – *Client did not response*
- * JD emailed Client regarding Employer Forum – *Client did not response*

SEPTEMBER

- * JD set up recycling orientation session and unpaid work experience with possible paid employment – *Client attended the first day orientation but did not attend the second day*

JOB DEVELOPER SUMMARY:

Client is not job ready. Case Manager indicates client may be struggling with addiction.

Client #1

3.5 Placement Support Services							
3.5.1 Placement Support - Job Development							
3.5.1.1	Placement Support - Job Development - Part 1	FSPS 1/ VSP	N/A	\$330	\$350	\$450	Up to a maximum of 2 provided per Client Action Plan
3.5.1.2	Placement Support - Job Development - Part 2	FSPS 1/ VSP	N/A	\$195	\$205	\$235	Up to a maximum of 2 provided per Client Action Plan



Profile - Client #2

- Cerebral Palsy
- Completed Douglas College Personal Training Diploma
- Great references from volunteer positions
- Good work ethic, professional attitude and very motivated to work



Client #2's Story



Profile - Client #3

- ▣ Disability due to knee problems
- ▣ No employment history
- ▣ Grade 5 education
- ▣ Single mother – one child with a disability
- ▣ Volunteered with the Surrey Food Bank to gain self-esteem
- ▣ Employed Emterra for over one year

Client #3

I have been thinking of you and your thoughtful ways and helpfulness. What a wonderful surprise to hear from you!

Yes, it was one year in March. Way to go for me, and yes, I am very much thankful for my job. It has made life much easier, nice to get paid every 2 weeks and nice to be able pay most of my bills and somewhat enjoy life. \$10.25 does not go far but at least I am getting 40 hrs. every week. Sonny is a great boss you can go to him and talk to him. He tries to solve problems when they arise. But, for a guy boss, I don't have any complaints. ANGELA IS A SWEET PERSON, I enjoy talking with her and she is a caring, concerned person. I know this job wasn't the ideal job I wanted but, that being said, it's a job with very little stress and, for the most part, something I can handle. It gives me a sense of value every day; I feel good about myself and it's nice to have a bit money to smile about and to go out once in awhile.

Well, my friend here is my story for you to read and it was GREAT to hear from you. That really made my day, so I guess we will talk sometime next week. I look forward to hearing from you or seeing you.

Yours truly, Vickie.

Following Up

Employer	Start Date	End Date	Title	WCC Code	Hourly Wage	# of Hours	Per Day/
Emterra Recycling	2013-Mar-05		Labourer/Recycler	7452 Material Handler	\$10.25	40	Per Week

3.5 Placement Support Services							
3.5.1	Placement Support - Job Development						
3.5.1.1	Placement Support - Job Development - Part 1	FSPG 1/ VSP	N/A	\$130	\$700	\$450	Up to a maximum of 2 provided per Client Action Plan
3.5.1.2	Placement Support - Job Development - Part 2	FSPG 1/ VSP	N/A	\$195	\$205	\$275	Up to a maximum of 2 provided per Client Action Plan
2.2.6 Follow Up							
2.2.6.1	Week 4 Follow Up	VSP	N/A	\$15	\$25	\$25	Up to a maximum of 2 provided per Client Action Plan
2.2.6.2	Week 12 Follow Up	VSP	\$15	\$35	\$25	\$25	Up to a maximum of 2 provided per Client Action Plan
2.2.6.3	Week 24 Follow Up	VSP	N/A	\$25	\$35	\$45	Up to a maximum of 2 provided per Client Action Plan



Profile - Client #4

- Single mother – two children – one with a disability
- Low self esteem and confidence
- Clean for over 4 years
- No work history



Client #4

- Action Plan
 - Volunteered one day a week at the Surrey Food Bank
 - Added Unpaid Work Experience at the Community Thrift Store
 - Added cashier to UWE and extended time UWE
 - Employed at Coit for phone sales
 - Networking within Coit for office employment
 - Future plans to secure employment at the City of Surrey as an Admin Clerk after building office experience



Surrey Board of Trade Business Tour

The bus tour that showcases Surrey's unique industries.

Bus One: Murray Latta Progressive Machine Inc., Back in Motion Rehab, Surrey's new City Hall, PW Trenchless
Industries: Manufacturing/Health /Construction/Civic

Bus Two: Aegis Industrial Finishing Ltd., Advance Wire Products Ltd., My Shanti, Pacific Oral Health Society
Industries: Hospitality / Manufacturing / Health

Bus Three: Central City Brewers, Laser Valley Technologies, Astragraphic Industries, Heppell's Farm
Industries: Hospitality / Manufacturing / Agriculture




Surrey Job Developer's Joint Marketing Plan

- Joint job postings to share
- Jointly connect to larger employers for united support for the job vacancies





What Output = Right Outcomes





Prioritizing Output

(Activity)

Identify top 10 weekly activities for Job Developers

- 40 hour work week
- 1 sticky note = 4 hours
- 10 sticky notes = 40 hours



Wrap Up

Summary

- Job Development is a specialized service that can support job ready job seekers. *It is not for every client*
- Job Development is not a quick fix and placements. It takes a significant amount of time and effort with Job Developers and Client to establish job search strategies



Wrap up (Continued)

- Job Developers serve many masters
 - ▣ Client who *needs* to be working
 - ▣ Case Manager who *wants* the Client working
 - ▣ Employers who *hire* the Clients based on the *relationship and trust* they have with the Job Developer



It's a Team Effort.




Successful Job Development requires a team effort between:

- Client
- Case Manager
- Job Developer
- Employer
- Community and Business Associations



Q&A




□ What questions are still on your mind?





Thank you.




"We rise
by lifting
others."

-Robert Ingersoll