The Successful Employment Consultant
What makes a successful Employment Consultant?
Gowdy, Carlson & Rapp’s study

Found there were 8 distinguish factors of High Performing Open Employment Services

“producing competitive employment outcomes well beyond the norm”
1. Staff Attitudes, Values & Philosophy

- Value of work
- Consumer Goals

Limited view of who is able to work
2. Strengths Based

- Strengths perspective
- Meet clients outside office

- No mention of strengths model
- Consumers more often seen at Service Providers Office
3. Use of Vocational Data

- Used data to track consumer outcomes
- Evaluate team's performance and set goals for themselves

No or little mention of data collection
4. Societal Stigma

Societal Stigma not seen as a barrier to finding employment

“If people have a choice between hiring a person who is mentally ill and not mentally ill, then I think they choose the not.”
5. Consumers

“It’s the consumers goal, we need to meet the consumer’s goal”

Consumers seen as lacking motivation to work and/or seen as being afraid of working
6. Staff Stories

100% positive

42% positive
7. Team

- Regular meetings
- Individual staff willing to help any consumer
- Managers input

- Meetings “as needed”
- Little or no collaboration
- Rigid boundaries between staff
8. Therapists

- Therapists involvement
- No therapist support or therapists not supportive of staff and consumer employment goals
Summary

1. Staff Attitudes, Values & Philosophy
2. Used strengths model. Met consumers outside of the office
3. Utilised Vocational Data
4. Societal Stigma not seen as a barrier
5. Consumers seen as having motivation
6. Positive Staff Stories
7. Staff working as a Team
8. Use of Therapists (multi-disciplinary teams)
On-the-job training

The provision of training and supports for employees with disabilities is seen as an important factor in their success of obtaining and maintaining employment.

- Two Australian government reports have highlighted:
  - People with disabilities and parents/carers have requested more training provision so that employees with disability could increase their skills to gain either Open employment and/or participate in more interesting, less repetitive work.
  - The need for better training and skills for support staff so that staff can better provide employees with disability appropriate supports.

DSS, 2014; FaHCSIA 2011
Toolbox of Strategies for teaching Workplace Skills
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References


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