



Types of Services Available to Employers

Although specific service providers may vary from region to region, they generally provide support to employers to recruit, select, hire and retain people with disabilities.

Recognized organizations provide employment services at no charge (e.g., job coaches, job developers and employment support) to assist employers in solving HR challenges and to increase workforce efficiency.



What can service providers do for a business?

Service providers can assist employers during the hiring process.

Service providers are specialists. If requested to do so by an employer, they will provide one-on-one training in the workplace to individuals with disabilities who have the potential for independent employment.

Service providers guide newly-hired employees in developing and enhancing self-advocacy skills, as well as “soft skills” such as time management, organizational skills and social skills.

What tangible support do service providers offer?

Service providers aim to guide newly-hired employees with disabilities until on-the-job independence is achieved.

Service providers may also:

- ✓ Help to ensure full understanding of job duties and roles
- ✓ Match opportunities to jobseekers
- ✓ Suggest workplace accommodations to enhance employee performance
- ✓ Report to work with a new employee on the first day
- ✓ Establish a daily work routine and schedule
- ✓ Accompany a new employee during the instructional phase
- ✓ Provide supplemental training on specific job duties, as needed
- ✓ Help to increase the work speed of a new employee
- ✓ Model appropriate work-related behaviours
- ✓ Assist new employees with social integration

Service providers aim to work closely with employers and newly-hired employees to ensure that work standards and expectations are met.



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What value added can be provided?

Job coaches and job developers assist employers during the process of hiring people with disabilities. These dedicated professionals also provide continuous support in the form of personalized on-site and off-site coaching, as well as long-term follow-up support based on the needs and requests of employees and employers.

For example, job developers can:

- Pre-screen applicants for job suitability
- Analyze job duties/tasks and design a suitable format tailored to a new employee's learning style
- Discuss job duties, environmental issues and safety procedures to boost productivity and performance
- Identify natural sources of support in the workplace
- Make transportation arrangements
- Introduce new employees to co-workers
- Ensure that new employees fit in and understand the organizational culture
- Act as mediators if needed

In most cases, employees' individual needs are identified on a case-by-case basis. Employees with disabilities have different skills and abilities that can complement many existing positions within a company.



For more information about increasing efficiency through job customization, refer to Tool #9.

Contact your local service provider specialists for more detailed information on how they can help you to recruit, select, hire and retain dedicated employees with specific skills and abilities.



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