

ODEN Centre for Excellence Employment Services Training

The following training program has been designed specifically for organizations offering employment services for people who have a disability.

This training is valuable for all levels of your team including leaders, management, direct support staff and will also benefit those who are not directly involved in the delivery of employment services.

Our goal is to inspire teams to bring stakeholders together, increase cohesion and to provide participants with a better understanding of how their role within the employment service landscape can impact employment outcomes for people who have a disability. This training will position teams to confidently deliver quality services leading to improved employment outcomes.

This interactive training is facilitated by an ODEN Diversity & Inclusion Specialist and is available either in person at your location or on a virtual platform, over 2 full or 4 half business days. Participants will contribute to group exercises and discussions throughout this training. Come prepared to participate and bring your experience to the group.

In-person - Max 20 participants

Virtual platform - Max 10 participants

Summary of Costs:

ODEN Member Price - \$4500.00

Non-Member Price - \$5000.00

COSTS INCLUDE: all materials for pre-reading, resource documents in PDF for all participants, 4 hours of follow-up coaching/per session within 6 months of training date, online teleconference system, captioning available upon request, Certificate of Completion for each participant.

ODEN training meets the requirements for Professional Development hours for CCDP recertification in Ontario under CDPCBO*.

* Career Development Practitioners Certification Board of Ontario

Introduction to Employment Services for People who have a disability:

This portion of the training can easily be stand alone for those not working directly in employment but who want to have a good understanding of how employment services work.

The objective of these modules is to provide all participants with a thorough understanding of the employability of people who have a disability, discuss various employment options and opportunities that exist and, to build a foundation for the remaining training.

- Why work is important and, why it is considered the gold standard for Inclusion for people who have a disability
- Current landscape of employment for people who have a disability and the opportunities and challenges in the labour market
- The impact of low expectations and how to take an employment first approach to services for people who have a disability
- Navigating the current system of funders, employment services and resources and understand how they can work together to support job seekers who have a disability
- How income affects a person's ODSP
- Employment system transformation and how the new system will operate under Service System Managers
- Dispelling the common myths about disability and employment
- Understand and articulate the business case and educate businesses about the return and benefits of Disability inclusive hiring
- Viewing yourself as a valuable professional resource to business and the community
- Why the Discovery process is crucial for good job matches
- Identify tools, programs and resources that support the discovery process

Job Developer Training:

Building on the groups common foundation and understanding, these modules will introduce the service delivery model and explores each of the three phases of the model: Discovery, Job Development, and Retention. It will be beneficial to people in the role of finding and securing jobs, whether new to this role or for experienced job developers who want to refine and polish their skills.

- Skills and abilities needed to be an effective Job Developer/Employment Specialist
- How to network, market and sell your services to businesses
- Using informational interviewing to gather intelligence
- How to approach Human Resources departments to overcome their fears
- Why the “Charity” approach to hiring must be avoided
- The importance of networking, business engagement and fostering employer champions

Job Coaching, Quality Assurance and Customer Satisfaction:

These modules will focus on the importance of the job coaching role in determining the appropriate skills required to be successful and ensure job retention. We will also determine how to ensure you have satisfied job seekers and employers, and the key role quality assurance plays in guaranteeing repeat business.

- Describe the key function, roles, and responsibilities of a job coach
- How to apply job coaching techniques, tools, and technologies
- Communicating with employers, and assisting with workplace adjustments (accommodations) when needed
- Supporting jobseekers and employers with skill building and career advancement
- Understanding the importance of providing on-going retention support, sales, and service to employers
- Understand how Quality Assurance measures impact business, families, government, and service agencies
- How to engage stakeholders to get feedback and increase accountability
- Learn the 5 steps involved in a continuous improvement process