



## Customized Employment

### Video Transcript #2

How does customized employment work? It is a set of pre-employment services designed to ensure that the job seeker is the primary driver of the outcome received – a customized job.

These services include discovery,  
profile development  
a plan for customizing employment,  
creating a visual resume  
job development,  
and ongoing support

Let's explore each element of customized employment in more detail.

The discovery process starts with a conversation between a job seeker with a disability and the job development agent. Conversational interviews, observation, and participation in activities with the job seeker help to uncover qualitative information for customizing employment.

During the discovery process it is important to:

- ask good questions
- observe typical life activities
- take detailed notes
- focus on facts, not feelings
- focus on the positives
- take your time

The information collected during discovery gets organized into a profile. The profile report should provide an in depth, realistic, positive picture of the job seeker.

Once the discovery process is completed, a planning meeting should be scheduled within two to four weeks. The job seeker plans and leads the meeting with assistance if needed.

People in attendance should be approved by the job seeker and should include the discovery facilitator and others close to the job seeker. The team develops a customized plan and a list of possible employers to contact.

A resume introduces the job seeker to potential employers.

Visual resumes include the identified task list tailored to potential employers. This alternative to a traditional resume helps job seekers emphasize their assets. You can see some samples in the resources section.

The employment specialist assists the job seeker with making employer contacts and negotiating a customized job. They bridge the unique skills and interests of the job seeker with the needs of potential employers. It takes practice and perseverance to achieve a successful job match

Employment specialists start by using connections to develop relationships with employers. They use their own connections, the job seeker's connections, the job seeker's family and friend's connections, and any others that are relevant.

The employment specialist uses strategies to identify specific benefits to the employer. These may include a needs-benefit analysis, informational interviews, and in-depth tours of the business.

Remember to keep the conversation informational rather than persuasive. The match should be beneficial to both the job seeker and the employer.

When a successful match is made between a job seeker and an employer, the employment specialist works with both parties to develop customized job description including a set of customized tasks, expectations, features for the job seeker and any needed supports.

Employment specialists also work with employers to identify naturally existing workplace supports and the need for job coaching services.

Follow up ensures the customized employment relationship is working for the new employee and the employer.

Customized Employment involves getting to know the unique talents and abilities a person can bring to a community business. In Customized Employment, an individual's skills and interests are matched to the needs of an employer. A customized job is negotiated to benefit both the job seeker and the employer.

Thank you for joining us. This is just an introduction. Please go to the resources page for more information.

