



Lifelong
Learning
Programme

Q U A T S E E

Quality reference for Supported Employment – Part 2. Company requirements

*Quality and Training for Supported
Employment in Europe*

Quality and Training for Supported Employment in Europe (QUATSEE)

Number of Project: 2013-1-ES1-LEO05-66274

OUTLINE

	Page
INTRODUCTION.	3
1. AIM AND AREA OF APPLICATION	3
2. PRINCIPLES AND VALUES BASED ON SUPPORTED EMPLOYMENT	4
3. DEFINITIONS.	5
4. GENERAL REQUIREMENTS.	5
4.1. Policy and aims	5
4.2. Users	6
5. DOCUMENTATION REQUIREMENTS	6
6. AVAILABLE REQUIREMENTS.	6
6.1. Human resources	6
6.2. Material resources	7



7. SUPPORTED EMPLOYMENT.	7
7.1. Collaboration with companies of supported employment	7
7.2. Collaboration with users	7
7.3. Results	8
8. CONTINUOUS IMPROVEMENT	8
8.1. Monitoring and measuring	8
8.2. Corrective actions	9

INTRODUCTION.

Supported Employment is a set of services and actions focused on the person, primarily individualized, for the person with disabilities and special difficulties to access, get maintained and promoted on an ordinary company in the open labor market, with the support of professionals and other types of support.

We understand by people with special difficulties, those who need a continuous or intermittent support in the development of their work, with the intensity and duration of those services necessary for the maintenance of the workplace and ensuring a monitoring that ensures continuity and promotion of worker.

Supported employment follows these essential principles:

- The job is the best place to learn a trade.
- The Supported Employment is working to resolve some of the political, social and behavioral barriers, and politics that exclude certain groups of remunerated employment.
- Such employment is regular work in integrated work places.

Historically, Supported Employment has been defined as 'integrated Jobs within a local area, where people with disabilities have the opportunity to work with other non-disabled people and where they are provided with personal supports to facilitate their success in a long-term'.

This definition emphasizes the obtaining of a "real" workplace and a regular salary as primary objectives of Supported Employment and implies a departure from the traditional model of rehabilitation based on the 'training - placement' (in which individuals were brought together into activity centers and sheltered workshops where they were prepared for a job in the competitive market) and the consolidation of an approach characterized by Supported Employment model based on the paradigm 'placement - training' (Jenaro et al. 2000:6).

Today Supported Employment provides the opportunity to both disabled people and other disadvantaged groups, to find and maintain a gainful employment in the open labor market. Supported Employment is based on the specific needs of individuals and their desires and career aspirations, which are respected.

1. AIM AND AREA OF APPLICATION

This International Standard specifies the requirements to be met by contracting companies of supported employment services, and the requirements for the collaboration of these contracting companies with supported employment agencies.

In the second part of this standard, principles and values of supported employment are found.

In the third part, there is a glossary of terms.

Parts 4, 5, 6, 7 and 8 collect the requirements to fulfil by the contracting companies of the supported employment services.

Part 9 supplies general recommendations for agencies of supported employment.

2. PRINCIPLES AND VALUES BASE DON SUPPORTED EMPLOYMENT

Supported Employment is entirely consistent with the concepts of empowerment, social inclusion, dignity and respect for people. Under the Supported Employment framework, these concepts can be defined through a set of values and principles present in all phases and activities of supported employment. These values and principles are:

Individuality

Supported Employment believes that each person is unique, with interests, preferences, conditions and biographies of themselves.

Respect

The activities associated to supported employment are always appropriate for the age of the person, and provide them dignity, these activities are rewarding.

Autonomy

Supported Employment helps people to define their interests and priorities, to express their preferences, and to draw a personal plan of life and employment according to their personal and circumstantial conditions. It also promotes the principles of self-defense from the service users.

Well-informed choice

Supported Employment helps people to understand their opportunities, so they can choose according to their preferences and with full understanding of its consequences.

Empowerment

Supported Employment helps people to make decisions about their way of life and participation in society. Also, these people are fully involved in the planning, evaluation and development of services.

Confidentiality

Servers of supported employment consider confidential the information provided by users. Users also have access to all personal information held by the server and any disclosure of such information is subject to the discretion of the individual and only if there has been a prior agreement.

Flexibility

Staff and organizational structures of supported employment services may change depending on the needs of users. Services are flexible and sensitive to the needs of people and therefore they can be adapted to incorporate specific requirements.

Accessibility

The Supported Employment services, information and facilities are fully accessible to all disabled people.

3. DEFINITIONS.

3.1. Supported employment: action of providing support to people with disabilities and other disadvantaged groups to secure and maintain a paid employment in the open labor market.

3.2. Job Coach: Free professional or belonging to the supported employment agency that advice users and contracting companies in the supported employment service. The minimum requirements to be met are:

- a. Professional with personal qualities to support people in the process of socio-occupational inclusion (soft skills).
- b. Knowledge of the world of business, marketing and production processes.
- c. Knowledge of the differential characteristics of the groups he/she accompanies.
- d. Academic Preparation: Vocational Training or intermediate level qualification.

3.3. User: groups of people who, because of their disability, are outside of the regular labor market, that is, people who can contribute with their various skills, but need support, guidance and monitoring, to execute the tasks of the job.

3.4. Supported employment entity: organization that provides personalized consulting services, adaptation and user support (see 3.3), necessary for finding and maintaining an employment in the open market.

3.5. Contracting company: the company receiving supported employment services that agrees to a valid and stable contract directly with the user.

4. GENERAL REQUIREMENTS

The organization shall establish a management system to ensure the performance of the steps listed in the part 7 of this standard.

4.1. Policy and aims

The organization should develop a policy based on the principles of integrated employment, social inclusion and “zero” exclusion. This policy should be communicated and understood within the organization, and should be reviewed for its continuing suitability.

It should be implemented a strategic plan with short, medium and long term aims for the development of services. The organization must ensure that they are established in the relevant functions and levels within the organization. Objectives should be measurable and consistent with the policy, and should be communicated at all levels of the organization.

4.2. Users

There should be a system to ensure confidentiality and data protection. During the provision of a service, all personal and confidential information must be protected under the applicable law.

There should be ensured the equality of opportunities, equal participation and non-discriminatory practice in all aspects of their services.

There must be a valid and stable work contract agreed by user and the contracting company. The number of contracted users shall meet the provisions of the current legislation.

It should be respected the right of individuals to express their beliefs and opinions and make decisions at all levels. Individuals should be provided with support for the conquest of their labor rights.

5. DOCUMENTATION REQUIREMENTS

Documents and records required by this standard shall be controlled. The organization must ensure that:

- a. Documents are approved for adequacy prior to its emission,
- b. Documents are reviewed and updated when necessary and approve them again,
- c. The relevant versions of applicable documents are available at points of use,
- d. The documents remain legible and readily identifiable,

6. AVAILABLE RESOURCES

6.1. Human resources

The organization should offer a variety of jobs of supported employment cohes that demonstrate a strong commitment to the principles of supported employment. Each of the jobs within the organization must have clearly defined their competences and responsibilities.

It should be encouraged and facilitated a learning culture in which creativity, innovation, and decision-making with risk are favoured, and where both staff and individuals feel important. This training must be planned.

It should be maintained appropriate records of education, training, skills and experience.

The staff of the organization should have the appropriate training to be able to support workers with disabilities or disadvantaged.

6.2. Material resources

The organization shall provide and maintain the infrastructure suitable to workplaces performed by users. The infrastructure should include, when applicable:

- a. Buildings, workspace and associated services,
- b. Process equipment (both hardware and software), and
- c. Support services (such as transport, communication or information systems).

The organization shall determine and manage the work environment suitable to workplaces performed by users, including physical, environmental and other factors.

The organization must meet the applicable legislation on accessibility and removal of architectural barriers.

7. SUPPORTED EMPLOYMENT

7.1. Collaboration with supported employment entities

The organization shall cooperate with supported employment entities and provide them the information requested during the phase of job search and adaptation of workplaces to users.

The organization shall cooperate with supported employment entities and provide them the requested data when developing a company profile that identifies business needs, job requirements and job environment and analysis of tasks to perform.

The organization shall cooperate with supported employment entities and provide them the requested data during the monitoring phase following the hiring.

The organization has specialized staff for monitoring and support of its workers with disabilities or disadvantaged, or it has signed a cooperation agreement with one or several external entities of support employment.

7.2. Collaboration with users

The organization must ensure that:

- a. The principle of equal treatment is guaranteed in the regular system of work or its incorporation into the productive system, equal treatment principle meaning the absence of all direct and indirect discrimination based on disability .
- b. People who suffer disadvantage are positively promoted by the company.
- c. Disadvantaged users are helped and trained for conducting awareness efforts within the contracting company.
- d. All supports and assistive technologies used are appropriate for the workplace while enabling an improvement in the performance and the status of the user.
- e. Users have training and flexible supports, designed to facilitate the relationship with others inside and outside the workplace.
- f. The user has training and support headed to make them easy the participation in social events organized by the company, inside and outside the workplace.
- g. It helps the user to take part, along with other non-disabled employees in all typical phases / activities of a new job such as induction, probation and performance and development procedures .
- h. It helps the user to negotiate the conditions of employment in accordance with their personal needs.

7.3. Results

The employment contract must collect worker preferences regarding working days, working hours, vacation, work patterns and payment. Employees should receive the same payment and benefits as other employees performing equal work.

The user must remain in the job for a minimum period of six months.

The organization must ensure that:

- a. Both the company and co-workers provide a series of 'natural supports'.
- b. The user maintains good relations with coworkers.
- c. The user has the opportunity to participate in social activities with other colleagues outside the workplace.
- d. The user has professional development opportunities. As the employee is developing his/her skills, development opportunities and career development are explored.
- e. User is helped to consider career opportunities, both internal and external.
- f. Assistance is provided to the user to participate in professional development training.

8. CONTINUOUS IMPROVEMENT

8.1. Monitoring and measuring

The organization must continuously check that the requirements on supported employment established in this standard are met. It must be maintained evidence of compliance with these requirements.

It should be collected and analyzed data on effects on users and on the rest of the staff, satisfaction of users (including complaints and suggestions), and other ones related to process and outcome.

8.3. Corrective actions

The organization shall implement corrective actions when:

- a. The objectives of the provision of the service are not met.
- b. The reactions of users are not satisfactory.
- c. Implications associated with the service, the staff or the infrastructure of the organization are identified.
- d. Nonconformities arising from internal audits are detected.

It should be recorded the results of the actions taken, and review the effectiveness of those actions.