

Module 4

Jobcreation

Analysis of the community

The vocational integration process

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1 Jobcreation

Employing a person with disabilities is a very vulnerable issue for the employer. Therefore it is very important, that the employer has the appropriate support when employing a person with disabilities. On the one side it is important that the employer acquaints the appropriate knowledge and know-how, and on the other side the employer needs to have a certain level of sensitivity working together with a person with disabilities.

When preparing to employ a person with disabilities, the employer has to take into account the following issues:

1.1 Assurance of needed information for the creation of new workplaces

1.1.1 From the viewpoint of the employee (a disabled person, or a person with mental health problems)

1.1.1.1 Work experience

All previous work experiences of a person with disabilities should be considered when employing such a person. According to a person with disabilities competences the appropriate workplace should be chosen and adjusted to the individual needs of a person with disabilities. Because the employment of a person with disabilities is a very vulnerable topic, the already existing competences of an individual should be considered and used appropriately in an appropriate work place.

1.1.1.2 Education

Education of a person with disabilities can sometimes be critical issues. People with disabilities are often stigmatized and consequently they achieve only low levels of education. Therefore people with disabilities can be, according to their formal education, employed only on lower and less demanding work places. At this point it is important, if the disability is not too severe, that the employee is encouraged to make additional (vocational) training in order to be capable to work as good as possible, because the aim of every employer is to employ an employee who contributes his/her share to the success of the company.

1.1.1.3 Restrictions (physical and/or psychological)

An issue, where the employers seem to face great barriers employing a person with disabilities is the issue of restrictions. Depending on the kind and degree of the disability, there are certain restrictions appearing, which should necessarily be adjusted

to the person with disabilities to be employed – be it the adjustment of the working place (certain adjustments of desks, chairs and similar, adjustment of working time – more breaks, if needed etc.). A potential employer should consult first all institutions, involved into the process of employing a person with disabilities, to meet all the requirements needed for the employment of a person with disabilities. When employing a person with disabilities it should be considered whether the candidate has physical and/or psychological disabilities and then consequently adjust the working place to the maximum possible to ensure best possible working results of the employee.

1.1.1.4 Additional knowledge and skills

When choosing a person with disabilities it is important to check his/her qualifications. Because of the stigmatisation of people with disabilities, it often happens that these individuals have reached and received only a low level of education. Therefore it is necessary to check all the possible informal qualifications and provide opportunities for appropriate further qualifications and provide training possibilities for the development of special skills. Often it happens that a person with disabilities has very well developed other skills, which are not recognized and with a stimulus to that the employer can provide a good motivation for work and a motivated worker is something every employer desires.

1.1.1.5 Accessibility (transport etc.)

Accessibility of the work place is also one of the major factors, affecting the employment of a person with disabilities. The employer could face great difficulties if he employs a person with a physical disability and the work place is hard to reach for him/her. It shall be considered that eventual architectural barriers should be removed before a person with physical disabilities is employed.

1.1.2 From the viewpoint of the employer

1.1.2.1 Number of employees

Number of employees:

The employer should be aware of the national people with disabilities employment legislation. In the majority of the European countries a quota-system was lately introduced. That means that, depending on the economic activities of the employer, when there are more than 20 employees, 2 – 6 persons with disabilities should whether be employed, outsourced, or a certain amount of money must be paid to the state.

Example for Slovenia:

Obligated for the improvement of the quota is every employer, which is a legal entity or natural person, and employs at least 20 employees. Under this provision are not foreign diplomatic or consular missions, disability enterprises and employment centres for people with disabilities.

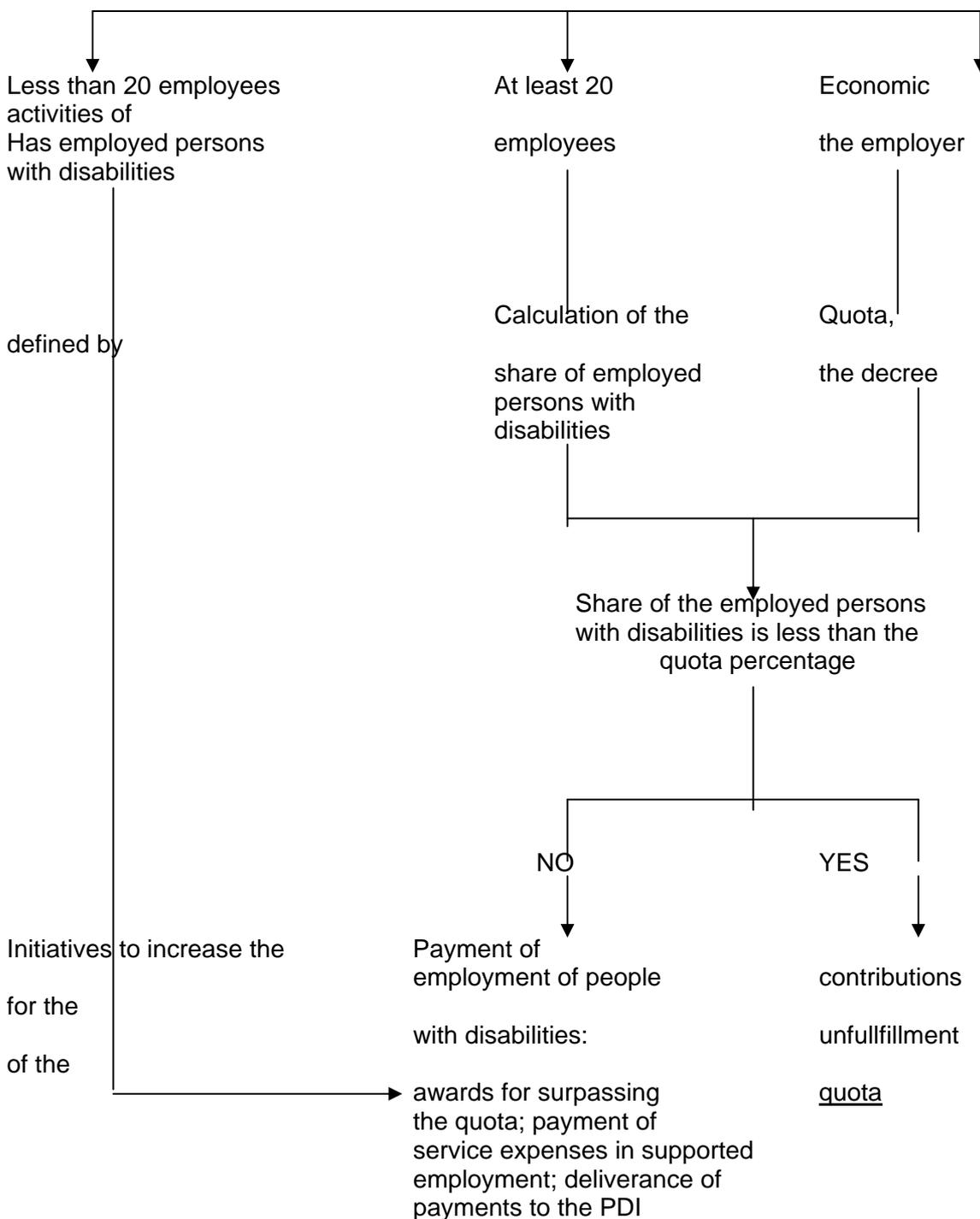
The Government of the Republic of Slovenia implemented, based on the suggestion of the Economic-Social Board, the Decree on the quota in individual economic activity fields (Official Journal of the Republic of Slovenia Nr 111/05, 32/07).

The quota is the obligatory share of employed persons with disabilities, depending on the total number of employees at every individual employer. An employee is everybody who is reported to the Pension and Disability Insurance Institute of the Republic of Slovenia (PDI) by the M-1 form (underlying the regulations 01, 02, 05, 13, 16, 19, 29, 34, 40, 51, 52, 84, 85), not depending whether the employee is full time or part time employed.

In the total number of employees are also not included: shareholders of private companies and institutions of the Republic of Slovenia on the basis of an employment contract at the same employer, individual natural persons and other individuals, who carry out individual professional activities in the Republic of Slovenia and have an insurance based on one of the above mentioned regulations.

In the quota included are all those persons with disabilities who are registered in the evidences of the Pension and Disability Insurance Institute of the Republic of Slovenia, in accordance with the Directive for filling out the form for persons with disabilities (Official Journal of the republic of Slovenia Nr 10/05 and 43/05).

EMPLOYER



1.1.2.2 Percentage of employed disabled persons

As already mentioned above, it depends on the number of employees, and on the company's activities, how many persons with disabilities must be employed. At this point it also should be mentioned that in disability enterprises the percentage of employed people with disabilities is much higher, and this special kind of company provides other companies the possibility of outsourcing the employment of people with disabilities. But it also has to be said that outsourcing is not the ultimate solution of the employment of people with disabilities. Companies must be encouraged to employ people with disabilities, on the one side to provide this vulnerable group with possible employment chances, and on the other side to provide social inclusion of people with disabilities, since this target group is often marginalised because of the disability. Outsourcing should be taken into consideration when for whatever reason employment of a person with disabilities in a company is not possible, and the possibility of the employment of a person with disabilities has been seriously considered.

1.1.2.3 Cognition about the (national) legislation (obligations, advantages)

Before the employment of a person with disabilities an employer should carefully study the implemented national legislation, if possible cooperate with experts from the field of the employment of people with disabilities. To gather all the required information, which has to be considered, an employer should also contact the competent national authorities and institutions (e.g. Employment Services, different Ministries).

1.1.2.4 Companies' activities and possibilities for creation of new workplaces, convenient for a disabled person

Depending on individual companies' economic activities the employer must consider the different set quotas for the employment of people with disabilities. According to the given possibilities in a company the creation of convenient workplaces for people with disabilities should be considered and the anticipated workplaces should be adjusted to individual persons with disabilities.

1.1.2.5 Interest in employment of disabled persons

Every employer should be interested in the employment of persons with disabilities and not see this issue as a burden. But also each employer should be aware of all the benefits and possible weaknesses of the employment of a person with disabilities.

1.1.2.6 Whether there are any prejudices about the employment of disabled persons

In the society the vulnerable group of people with disabilities is often stigmatized and marginalized. Therefore the employment of people with disabilities should be promoted and the awareness of the importance of the employment of people with disabilities should be promoted. Therefore the role of a person with disabilities employment assistant is very important and can contribute a lot to the promotion of such

employments. With the employment of people with disabilities and the inclusion in the working environment also the social inclusion of the target group is guaranteed.

1.1.3 From the viewpoint of the harmonization of possibilities for the disabled person and the employer

1.1.3.1 Additional qualifications (for the employer, and the employee)

The employer certainly has to acquaint some additional knowledge and qualifications when there is a person with disabilities being employed in the company. The employer has to gather knowledge on legislative provisions, and most important, the employer, and other employees in the company have to learn how to work and cooperate with people with disabilities.

Also the employee, who is a person with disabilities, has to acquaint new knowledge and additional qualifications, to be able to integrate in the working environment smoothly and to be an effective employee of the company. Also it is important for the person with disabilities to train special skills, which are needed at a particular workplace.

To make the best out of the employment of a person with disabilities, both parties should be willing to acquaint new knowledge and qualifications.

1.1.3.2 Employment rehabilitation

It is not always the case that somebody is a person with disabilities from birth. Often it happens that disabilities appear after an accident or are a consequence of previous working activities. Therefore it is important for this target group that they get the chance of employment rehabilitation and re-integration into employment, and consequently social inclusion and integration is provided. Consequently the employment rehabilitation affects the percentage of unemployment.

1.1.3.3 Expertise and knowledge about collateral needs of the employers

The employers and the employees have different needs. The employers mainly have the aspiration to achieve the best possible economic results. In connection with the employment of persons with disabilities they mainly see an obstacle in achieving the set goals and at this point it is of main importance that all the benefits and possible disadvantages of an employment of a person with disabilities are presented and that the employment of people with disabilities is being promoted. Therefore the employers need the expert support and knowledge to meet the collateral needs.

1.1.3.4 Analysis of potential workplaces

When an employer decides to employ a person with disabilities, an in-depth analysis of workplaces should be made beforehand. If an analysis shows potential workplaces for people with disabilities, then the next step is the identification of the target group, which would fit the workplace. After that the selection of potential employees should be made and after that the adjustment of workplaces should be realized.

1.1.3.5 Adjustment of a workplace

The adjustment of a workplace for a person with disabilities is of vital importance when employing one. An appropriately adjusted workplace ensures a satisfied employee and acceptable work results. The adjustments of a workplace are mainly concentrated in physical adjustments such as table, chair and instruments, needed for work. Under this category should also the description of the workplace be considered, where the work time and breaks during the work time are defined, according to the type and grade of disability of the employee.

1.1.3.6 Counselling

Counselling from external sources is of vital importance in the process of the employment of a person with disabilities. An employment assistant should be on employer's disposal all the time before, during and after the employment of a person with disabilities. Such an employment assistant can provide the employer with all the needed information and provisions, which must be considered. But what is important to mention is, that the institute of an employment assistant is also someone who provides counselling and the needed support for the person with disabilities employing. The employment assistant represents therefore a link and the needed support for the employer and the employee, enabling them to cooperate successfully and support a successful integration of a person with disabilities into the work process and the work environment.

1.1.3.7 Mediation between different institutions

The employment of a person with disabilities also represents a great challenge in communication with other institutions, involved in the employment of a person with disabilities. In the preparatory phase many external institutions have to be involved in the process of employing a person with disabilities. Here again the role of an employment assistant becomes apparent, since this person has appropriate knowledge about different processes which have to be complete before and during the phase of employing a person with disabilities. Seen from this point of view the employment assistant is someone providing the required information and offering help in conducting different negotiations with external institutions. An employment assistant also provides the employer with the information which benefits the company can receive from different institutions, involved in the field of employment of people with disabilities.

1.1.3.8 Attendance at work

The attendance at work for people with disabilities can become a critical issue for a company. Different kinds and grades of disabilities are often the cause for recurrent and sometimes long-continued sick leaves. An employer has therefore be aware of that fact and be prepared for such situations, and has to show an appropriate grade of understanding. Therefore also the work places for people with disabilities should be adjusted in such a way that sick leaves do not present and obstacle in the working process in a company.

1.2 Employment of disabled person and appropriate accompaniment

When a person with disabilities is employed in a company, it is important that there is not only appropriate support provided before and during the employment of a person with disabilities, but it is also important that the external support is provided also after a person with disabilities is employed and works in a company. This support should be provided by the employment assistant. A successful cooperation between the employment assistant, the employer and the employee results in a successful integration of the employee in the working environment, better social inclusion and a content employer and employee. After the demanding process of the employment of a person with disabilities following points should be considered:

Attendance of the person with disabilities at work and evidences of appropriate documentation about the provided services,

Mediation with other institutions, respectively redirection to other institutions,

Cognition of the (national) legislation (obligations, advantages, possibilities etc.) on the part of the employer and on the part of the employee.

To obtain all the required information it is important that the employer has a counsellor on disposal, who can give advice at every stage of employing a person with disabilities, and who can also help mediating with all the different institutions that are involved in the process of the employment of a person with disabilities.

According to the present trends on the employment market employers should be encouraged to employ persons with disabilities, not only to have in mind the cost effectiveness of a worker. The only thing an employer should keep in mind is that a person with disabilities can work as good as other employees, if the working place is appropriately adjusted and the employee has to be appropriately trained.

Nomination of the new profile, accompanying disabled persons: Disabled persons' employment assistant

1.2.1 Summary of key activities

1.2.1.1 Assistance to a disabled person integrating in the manpower market:

- Accompaniment of a disabled person at work,
- Looking for qualification possibilities for employed disabled persons,
- Assessment of appropriate activities for individual disabled persons,
- Mediation in other institutions, respectively redirection to other institutions,
- Accompaniment of a disabled person before, during and after employment.

1.2.1.2 Mediation of needs and necessities of employers:

- Cognition of the (national) legislation (obligations, advantages, possibilities etc.),

- Analyzing of the manpower market and the current possibilities in the local environment,
- Cooperation with employers looking for possibilities to employ disabled persons.

1.2.1.3 Expertise about qualification and education possibilities

- Permanent education and advanced training,
- Cognition of the basic legislation, concerning disabled persons (rights, possibilities, obligations etc.),
- Expertise about other institutions, dealing with disabled persons,
- Expertise about the possibilities and the process of work rehabilitations,
- Formation of an information databank, work with personal data.

1.2.2 Existing possibilities to gain qualification for a disabled persons' employment assistant:

This profile is anticipated as further qualification of the following profiles:

Appropriate qualification in the field of social work, psychology, social pedagogue, or similar in reference to work with disabled persons

A basic condition is that a disabled persons' employment assistant should provide at least three years of working experience in the field of work with vulnerable target groups. It is also supposed, that this person has a driving license, for the purpose of mobility, has at least basic knowledge about informational technologies, appropriate foreign language knowledge (English) for the purpose of accessing the appropriate literature and further education. Following personal traits are expected: communicative, basic marketing knowledge, willing to be available when needed (which could exceed the 8-hour-working-day etc.).

1.2.3 Estimated need in the manpower market, regarding the long-term growth of the economy:

It is a fact, that there is a growing number of persons with special needs in the manpower market, and that the target group is partly included (and employable) only in programmes of supporting employments. According to the growing number of supporting employments, the disabled persons are involved in, it is expected that also the need for a disabled persons' employment assistant will increase proportionally. Because the work of a disabled persons' employment assistant demands a lot of time, invested in the work with the employers and (potential) employee (recognition of disabled persons' needs, attendance at work, qualifications for work tasks, attendance and monitoring of a disabled person's progress, counselling of employers, analyzing the needed adaptations of a workplace for a disabled person) it is expected that a disabled persons' employment assistant does not deal with a large number of

individuals with special needs at a time, and that is one of the reasons why the number of disabled persons' employment assistants is not negligible.

1.2.4 Legal premises:

The now valid European legislation, among others, anticipates supporting employment, and within that appears a need for supporting activities and services. Supporting activities and services are expert and technical support to a disabled person and to the employer introducing the disabled person to the workplace. The support is manifested through counselling and qualifications, personal assistance, attendance at work, development of personal strategies and the evaluation of efficiency of a disabled person in the workplace, and also technical support of the adaptation of the workplace. Supporting activities should be provided by experts, who are employed in a company providing work rehabilitation, in employment centres, and also other natural persons, who comply with the conditions to provide such services. Till now no obligatory specific knowledge was determined.

1.2.5 Key competences and skills of an integration worker for PwD

1.2.5.1 Preparation of work; analysis, planning and work organization in the context of the stimulation of disabled persons' employment on the local level

Key competences	Skills
<ul style="list-style-type: none"> • Information of potential employers about employment possibilities of disabled persons and about financial benefits • Promotion of disabled persons' employment and their integration into the common work environment on the public level • Networking of potential employers • Analyzing of the needs in the manpower market on the local level • Familiarity and cooperation with organisations and institutions, dealing with disabled people and potential redirection to them 	<ul style="list-style-type: none"> • Knowledge about the work-related national legislation, knowledge about work ability appreciation, knowledge about different invalidities, knowledge about safety and health in the work place, legislation related to work rehabilitation, employment of people with special needs • Knowledge about the ethical codex of work with people with special needs • To follow new procedures of work rehabilitation and the legislation related to the field of different invalidities • Knowledge about the work of organisations and institutions in the field of employment of people with special needs and in the field of work rehabilitation • Knowledge about the rights, obligations and possible financial benefits for the employment of people

	<p>with special needs</p> <ul style="list-style-type: none"> • Acquainted knowledge about the provisions of the active employment policies and the changes and occurrences in the field of active employment policies of people with special needs • Permanent education about all the novelties in the field of qualifications for the employment • Acquainted knowledge about the existing function models of other disabled persons' employment assistants abroad • Appropriate knowledge about the different information sources • Skill to coordinate and plan activities • Skill to collect information through different media (internet etc.) • Communicative • Being able to lead conversations (a good rhetoric and listener • Emphatic skills, • Being able to raise interest to cooperate, • Ability to »trade« persons with special needs, • Ability to spread realistic information (good and bad characteristics – to construct the trust among the involved)
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1.2.5.2 Admission of the disabled person and preparation of work / individual planning

Key competences	Skills
<ul style="list-style-type: none"> • Admission of the user, examination of the work documentation and, if needed, acquisition of additional relevant information from rehabilitation programmes, medical treatment etc. • Introductory discussion with the service user, presentation of assessments and the working method of the disabled persons' employment assistant, assessment of the user's needs • Assessment of the user's life / social situation, • Examination and analysis of existing 	<ul style="list-style-type: none"> • Knowledge about different invalidity types and restraints connected to those Knowledge about programmes / services of work rehabilitation • Knowledge about rehabilitation needs of individual groups of disabled persons • Knowledge about appropriate ways of communication with disabled persons • Knowledge of regulations about the privacy policy • Knowledge about principles, methodologies and terminology in the field of assessment of employment

<p>documentation,</p> <ul style="list-style-type: none"> • Informing the user about additional information needed for effective cooperation • Formation of an appropriate job profile, which includes: <ul style="list-style-type: none"> • Analysis of potentials and weaknesses • Prognostic estimation of progression • Identification of potential hindrances and definition of strategies to cope with it (development or compensation) in deficitary areas • Employment interests • Working experience • Knowledge and qualifications • Personal factors • Social skills, communication • Estimation of employment possibilities in the local environment • Frame identification of appropriate working areas • Analysis of qualities, demands and work loads: <ul style="list-style-type: none"> • Needed cognitive skills • Physical capacity • Anticipated knowledge and skills • Personality attributes • Level of individual relationships • Needed social skills and communication • Requested autonomy at the work place / possible supervision • Risk factors in the work environment • Coming to the workplace • Comparison of the profile accordance with the requirement of the workplace and the individual's qualities 	<p>possibilities</p> <ul style="list-style-type: none"> • Knowledge about principles and methodologies to master specific deficits and to form compensation strategies • Development of methodologies and techniques to encourage specific skills: communication, social skills, assertiveness, problem solving, coping with problematic behaviour etc. • Development of a professional career and forming employment goals • Capacity to lead conversations • Capacity to motivate the disabled person • Capacity to assess real employment chances of a disabled person
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1.2.5.3 Contacts with employers

Key competences	Skills
<ul style="list-style-type: none"> • Analysis of possibilities to build a network of employers in the local environment and assortment of potential adequate workplaces • Presentation of potential disabled employees, appropriate for a workplace (already meant for a 	<ul style="list-style-type: none"> • Needed skills: • Basic business communication skills • Marketing skills • Knowledge about the manpower market and the changing manpower needs (if an individual company is employing or dismissing from

<p>disabled person)</p> <ul style="list-style-type: none"> • Communication with potential employers • Analysis of work methods and workplace requirements (industrial, hand-, standardised work, if it requires fine skills) in individual companies • Assessment of needs in a company (what kind of manpower they need, respectively, whom do they want to employ) • Assessment and evaluation of the infrastructure (accessibility, possible adjustment of workplaces, purchase of eventual instruments) • Assessment of the employer's expectations • Assessment of the work day (beginning, end, lunch, breaks, etc.) 	<p>employment, are they having financial problems etc.)</p> <ul style="list-style-type: none"> • Knowledge about the principles of job creation for a disabled person • Knowledge about the characteristics, needs and workloads of specific workplaces in different employment areas • Knowledge about methodologies and techniques to develop specific skills: • Communication skills • Social skills • Assertiveness • Problem solving • Knowledge about principles to analyze a certain workplace • Knowledge about the principles of optimisation and humanisation of work • Knowledge about the ergonomics and the adjustment of a workplace / work • Knowledge about the legislation and the regulations about workplace safety and health at the workplace • Assessment of needed social skills, individual relationships in a workplace
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1.2.5.4 Operational work – searching for and selection of appropriate work (education)

Key competences	Skills
<ul style="list-style-type: none"> • Identification of adequate vocations, appropriate for individual disabled persons – depending on the disabled person's abilities and desires and searching for employment in the identified niches • Assessment of a work search and employment plan • Introduction of additional education / qualification for a vocation, if an explicit wish exists • Training for interviews with the employer • Arrangement of job interviews (contacting potential employers and employees) • Attendance at job interviews (only in case the disabled persons wishes to 	<ul style="list-style-type: none"> • Knowledge about counselling techniques, appropriate for individual disabled person • Assisted formation of employment and career goals • Planning of horizontal or vertical promotion (acquaintance of additional knowledge and qualifications through different courses, additional formal education, eventual retraining) • Adequate knowledge the local environment is offering (employments, courses, additional trainings, eventual inclusion into associations, clubs etc.)

have assistance) <ul style="list-style-type: none"> • Permanent work motivation • Permanent progress evaluation • Development of communication skills 	
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1.2.5.5 Administration work

Key competences	Skills
<ul style="list-style-type: none"> • Administration and acquisition of adequate documentation • Privacy policy 	<ul style="list-style-type: none"> • Appropriate documentation archiving • Knowledge about privacy policy legislation and regulation • Appropriate documentation marking • Regular documentation administration

2 Analysis of the community

2.1 Social structure

- Organizations: which organizations, possibilities of the membership, structure of the organizations, activities, contacts, addresses, responsive
- Living structure: which living forms in the place, social residential building, rural structures central - decentralized
- Family structure: Families or single households,
- Social networks: Common interest groups, groups of regulars, addresses, responsive

2.2 Operational structure

- Commercial enterprises: which kind of commercial enterprises, contacts
- Industrial plants: which industrial plants, which jobs, contacts
- Plant sizes: one man company, small- and middle enterprises, large-scale enterprises
- Company networks: economy chamber, cooperation, inter meal communities, marketing communities

- Persons with responsibility: list of important persons from trade, industry, church and politics
- Dedicated owners: Persons with high commitment in social matters

2.3 Political conditions

- Power conditions: which party has which department in the municipality?
- Decision maker: who decides what?
- Networks: Municipality, district, country
- Possible allies: who is interested in social matters, in integration topics, who want to help our participants

2.4 Offers in the municipality

- Leisure time: which leisure amenities exist
- Education: Education offers on the spot (adult education centres in Austria), perhaps also supports
- Culture: Cultural program, culture creating kinds of culture, interested, artist
- Participation: which kind of possibilities of the civil participation
- Citizen participation: there are citizen participation methods like a citizen parliament or similar
- Municipality general networks: the municipality is a member of a regional network like tourism association or welfare aid association

2.5 Professional Support

2.5.1 Advisory boards

a list of all health and welfare centres, guidance, information centres situated in the catchments area. For example:

- debtor advice
- family counsel
- alcohol and drug guidance
- force advice
- women and girl advice
- man advice
- foreigner advice
- sexual advice
- apartment drawing lots advice
- crisis intervention places
- leisure advice
- diet advice

2.5.2 Offers for different therapies

a list of all therapists established in the catchments area

- psychotherapy
- physiotherapy
- ergo therapy

2.5.3 Coaches

List of all registered coaches

2.5.4 Integration experts

Are there persons or facilities the professional integration work? Contacts

2.5.5 Offers of day structure

day structuring occupation offers in the region, accommodation addresses, conditions of participation

2.5.6 Protected workshops

Which form of protected institutional employment opportunities are there in the region?

2.5.7 Handicapped person facilities

Representations of interests, associations, clubs

2.6 Official Support Possibilities

- Legal framework conditions: important laws for people with handicaps
- Integration programs: national and international programs of emphasis with an integrated background
- Supports: which promoting possibilities are there for enterprises if they hire people with impairments?

2.7 Personal Support Possibilities

- Coaching: where can coaching help me?
- Supervision: what is supervision, supplier of supervision?
- Networks: can I proceed in a network or am I alone, which persons can help me?
- Further education: which education offers help me to improve my work?

3 The vocational integration process

Here generally two possibilities are pre-existing. We assume that we can execute this essential situation during the course by means of individual settings as well as in settings of small groups.

At the end of this process - no matter whether individual or group settings - a curriculum has to be ready which takes the following aspects into consideration:

- . It has to correspond to the talents of the participant
- . There has to be a demand as per the labour market policy

- . It has to be realizable within the scope of possibilities
- . It has to be accepted by the national benefactors.

Solely if this work is handled carefully and accurately results can be achieved which will be accepted and propelled by all parties involved so the necessary dimension of sustainability can be achieved.

Following is a description of the rough sequence and the essential volumes of such training for small groups. Also the contents essentially stay the same for individual settings; only the mode of practice is changed.

One could reckon that many of these steps won't be necessary for participants who already have a promise. Experience indicates the opposite: it always makes sense to scrutinize and consider alleged indisputable decisions from all aspects. Furthermore no one will be harmed having sound basics about application procedures. Therefore we assume it makes sense to confront every participant with these questions and volumes and to perform an according dispute.

3.1 Start

3.1.1 To become acquainted

Every new participant is supposed to obtain the opportunity to introduce him/herself properly. Also it is important to get to know all acting (involved) persons.

3.1.2 Create certitude

Due to the fact that operations within this context are a completely new work situation for most of the participants it is important to provide time to gain assurance in converse with the other participants, the trainers and the situation as such.

3.1.3 Provide information

Information is an important element of security. The participants are to be informed about the following topics: rights and duties as participant, contents, objectives, operational method, possibilities of the foundation. What am I to expect.....

3.2 Phase of diagnostics

By means of this phase and its connected volumes the participants as well as trainers are to obtain an exact view of the present situation and an exact estimation of the potential of the participant.

3.2.1 Analysis of actual situation

In order to be able to work object-orientated and well structured it is indispensable that participant as well as trainer is informed as precisely as possible about the present situation, psychical well as physical. That also needs an intense debate about the professional past and the therewith connected professional and biographical decision criteria.

3.2.2 Interests and Capabilities

To be able to come to a deliberate and preferably durable career decision it is necessary the participants have a clear image of their interests and capabilities. Interests are being elaborated during the course of conversations and interest tests. Capabilities can be screened during the course of traineeships and considering the professional past.

3.2.3 Diagnostics of Performance

Diagnostics of performance in this context means a survey of the school knowledge during the course of which the present school knowledge of the participants is checked in order to be able to precociously react to deficits in knowledge and if necessary to react with trainings.

3.2.4 Profile of Strong and Weak Points

In order to preferably avert a subsequent professional failure it is important that the participants know about their strengths and deficiencies, on the basis of which a profound career decision has to be made.

3.2.5 Analysis of Stroke Points

Here decision mechanisms and decision criteria as well as the attitude and the strategy in situation of crisis are to be reflected and in case of need revised.

3.3 Vocational orientation

By means of the VO the participants are to be able to make a reflected and reconsidered career decision. Also during this phase a first development plan is to be established.

3.3.1 Career decision, application decision

In order to be able to elaborate and execute an objective orientated application strategy, participants as well as trainers are to be informed precisely about the professional fields in charge. To make this possible it is important that as follows described contents are elaborated exactly:

3.3.1.1 Decision mechanisms

It is important to know why I decide for something.

3.3.1.2 Professional fields, profile of demands

In order not to experience bad surprises on the job the participants are to be informed about the professional expectations in their aimed for professions. This happens by means of vocational-wise papers, excursions, videos, etc.

3.3.1.3 Analysis of job market

The analysis of the job market is essential part of the vocational orientation because the information gained there from influence the career decision.

3.4 Application training

Here the participants are being prepared to the core situation of successful job search.

3.4.1 Optimal application documents

During the course of this topic the participants are supported to understand the meaning of optimal application documents and also to compile them by themselves. Here the capabilities of the participants are to be trained accordingly that they are able to issue their documents after the course without the support of the trainer.

3.4.2 Conversational Conduct

Conversation is an important component of the application situation yet also of everyday life and therewith also of professional life. Therefore the conversational style of the participants is to be reflected together with them and if necessary improved.

3.4.3 Communication training

On the one hand the already described contents within the scope of conversational skills are elaborated and on the other hand the various forms of communication (verbal/non-verbal) are demonstrated and improved.

3.4.4 Training of self-esteem - convincing appearance

Crucial point is a good appearance during job interviews; therefore we also want to reflect and improve this aspect with the participants in order to increase their chances on the employment market.

3.4.5 Telephone Tactics

The first contact with a company often is crucial. Therefore it is most badly necessary to discuss this phone call in theory and practice with the trainees and to rehearse and train it during role plays.

3.4.6 Application strategies

To be able to work on the job search target and success orientated it is necessary to support the trainees in developing their own application strategy and to support them with tips and suggestions.

3.4.7 Video training

It turned out as productive method to record the role plays of the application situations on video (after several sessions without recording). Therewith provided is the possibility of an intensified reflection of the attitude plus a further learning effect.

3.5 Successful job search

Here those contents are to be elaborated - beside the application attitude - which are of crucial impact for the achievement of the goals.

3.5.1 Intensification of motivation

For the most part only well motivated trainees are successful trainees. Therefore it is important to deal with eventual demotivating moments in order to be able to better handle them in the future.

3.5.2 Definition of goals

A basic prerequisite is that the trainee knows which goal he wants to achieve and when he achieved it, i.e. that he is aware of his goal.

3.5.3 Life and career planning

Here it is supposed to become evident to the participant that occupational history and life situation are not destiny; yet for the greater part plannable. Life and career planning means not to leave everything to chance but to carry one's life in one's hands.

3.6 Creation of curriculum

At the end of this process the point is to "cast" the collected results and information "in a mould": the curriculum. With the curriculum every participant is supposed to have a paper at his hands which exactly informs what he is supposed to do when and where.

Simultaneously all substantiations are contained and therewith the verification that the trainees explicitly dealt with the questions dealing with career decisions.

Furthermore the curriculum provides information about the cost and the exact sequence of the planned training measures as well as about the traineeship company and the planned take over into an employment; or if a special outplacement phase is furthermore necessary after the training took place.

3.7 Execution of curriculum and process accompaniment

This phase runs over the period of the in the curriculum fixed qualifying measures and ends with the proper termination of the scheduled integration efforts.

The key activities of this phase encompass:

- Support and accompaniment during the realization of the curriculum
- Regular communication with all parties involved (companies, participants, supporting circle...) about the compliance to the specifications and modalities which are determined in the curriculum
- Moderation and Development of solution strategies in case of arising problems
- Support, attendance and counsel in case of necessary changes of the curriculum
- Virtual networking of the trainees.

4 Manual for community close integration work of people with disabilities

- In this manual we want to describe the process of the community close work integration of people with social psychiatric impairments. The solution way for the professional integration with social psychiatric impairments should be represented by the training of the participants and the training of regional protagonists.
- Among other things the manual will contain parts of the modules 2, 3 and 4 of the education curriculum for the integration workers. It will also include a guide for the community analysis. There will be general chapters, those will be important for all partners, but also parts applying to the special situation in the countries like legal framework conditions or national networks.
- It takes aim that persons, who would like to work as integration workers, have a manual, which contain three tasks
- Providing information which covers all areas which the integration topic concerns.
- Delivering the most important themes to scripts for the further education.
- A guide for community analysis.
- A detailed analysis of this community must happen before an integration worker actually starts to work with clients in a community. The following guide will help to investigate an essential area of the community. So we can make it sure to have as much information as possible just right from the beginning.

Note:

Trainees and participants mean the same!