



Employment Specialist Competency Training

STAR Services has developed online courses to help staff increase their knowledge and develop skills to work towards meeting the competencies required for the position of Employment Specialist.

The provider is responsible to verify and maintain proof that the Employment Specialist has demonstrated competence in the areas below.

Based on DHS’s Employment Specialist training requirements: *“For the new employment services (exploration, development and support), the 245D license-holder must also ensure staff providing those services (i.e., employment specialists) are competent to do this work... Keeping a record of how each employment specialist demonstrated mastery of the competencies listed in the following chart.”*

STAR Services offers various training packages based on how many learners you have and how frequently your agency plans to use the courses. For pricing information, contact support@starsvcs.com.

Elements of employment services	Competencies	Demonstration examples	STAR Online Training Options	Provider Responsibilities
Job search planning (required for: employment exploration and employment support services)	The employment specialist should: <ul style="list-style-type: none"> • Encourage informed choice, self-determination and active participation throughout the employment process • Emphasize the person’s strengths, interests and talents. 	The employment specialist uses information he/she learns about an individual job seeker to develop a plan toward meaningful employment and make a list of potential employers. He/she can demonstrate that through creating either: <ul style="list-style-type: none"> • A vocational profile • An individual employment plan. 	STAR Services multi-lesson online course, Job Search Planning , can be used to increase skills and knowledge. A test is included at the end of each lesson in the course.	Maintain in the Employment Specialists file either a vocational profile or an individual employment plan, developed by the specialist which highlights their competency in developing the document.

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<p>Job development and negotiation (required for: employment development services)</p>	<p>The employment specialist should:</p> <ul style="list-style-type: none"> • Help the person in his/her job search process • Market the person's skills to employers • Research and create opportunities for the person • Organize information gathered (e.g., create list of employers by industry or location) • Develop relationships with businesses • Negotiate accommodations and conditions (e.g., hours, wages, tasks, breaks, orientation). 	<p>The employment specialist demonstrates competency when he/she is able to:</p> <ul style="list-style-type: none"> • Work collaboratively with the person and employer to: <ul style="list-style-type: none"> o Negotiate a job and the provision of supports o Create terms of employment that match the person's interests, skills and conditions he/she needs for success • Write progress reports about meetings with the person • Help the person create resumes and cover letters 	<p>STAR Services multi-lesson online course, Job Development and Negotiation, can be used to increase skills and knowledge. A test is included at the end of each lesson in the course.</p>	<p>Maintain in the Employment Specialists file:</p> <ul style="list-style-type: none"> • Descriptions of past experience negotiating jobs and provisions of support and • Examples which show the Employment Specialist has used the person's interests, skills and conditions to create terms of employment • Samples of progress reports from meetings with the person • Copies of Resumes and Cover Letters the Employment Specialist has helped create

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<p>Post-employment support (required for: employment support services)</p>	<p>The employment specialist should:</p> <ul style="list-style-type: none"> • Ensure the employee is included in work activities and treated like all other employees • Manage travel and transportation • Perform comprehensive job analysis (i.e., breaking down jobs into smaller tasks) • Develop strategies for workplace supports. 	<p>The employment specialist demonstrates competency when he/she is able to:</p> <ul style="list-style-type: none"> • Display job retention rates • Set up ongoing, post-employment supports • Monitor the employment relationship to ensure satisfaction of both the person and employer • Create a task analysis document from the information he/she learns in the comprehensive job analysis. 	<p>STAR Services multi-lesson online course, Post-Employment Support, can be used to increase skills and knowledge. A test is included at the end of each lesson in the course.</p>	<p>Maintain in the Employment Specialist's file:</p> <ul style="list-style-type: none"> • Job retention data • Examples of post-employment supports provided • Examples which show the Specialist monitored for satisfaction from both the employer and employee • Examples of past job analysis documents • Examples of task analysis documents

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<p>Benefits planning (required for: employment exploration, employment development and employment support services)</p>	<p>The employment specialist should:</p> <ul style="list-style-type: none"> • Know information about: <ul style="list-style-type: none"> o Federal and state benefit program rules, associated work incentives and how they apply to the person’s situation o Common myths about benefits and work o Using the Disability Benefits 101 (DB101) website to find and utilize information and tools helpful to a person • Know when and how to connect a person to resources for additional benefits planning when necessary 	<p>The employment specialist demonstrates competency when he/she is able to:</p> <ul style="list-style-type: none"> • Provide accurate information about benefits and work • Identify and verify types of benefits the person receives • Address myths and barriers related to benefits and work • Complete a DB101 estimator session and explain the results • Make appropriate referrals for additional benefits planning when necessary. <p>The employment specialist demonstrates competency when the people he/she serves:</p> <ul style="list-style-type: none"> • Gain confidence in understanding their benefits and the impact of paid employment • Increase their usage of work incentives • Have greater economic stability • Increase their usage of Disability Benefits 101 (DB101)’s benefits planning tools and other resources. 	<p>STAR Services multi-lesson online course, Benefits Planning, can be used to increase skills and knowledge. A test is included at the end of each lesson in the course.</p>	<p>Maintain in the Employment Specialist’s file:</p> <p>Through either verbal interview or provider created documentation, identify and verify types of benefits each person they support receives</p> <ul style="list-style-type: none"> • Maintain a copy of the completed DB101 estimator session and a statement documenting they were able to explain the results to a competent individual within your organization • Make appropriate referrals for additional benefits planning when necessary. <p>Documentation which attests to the Employment Specialists ability to help the people he/she supports to:</p> <ul style="list-style-type: none"> • Gain confidence in understanding their benefits and the impact of paid employment • Increase their usage of work incentives • Have greater economic stability • Increase their usage of Disability Benefits 101 (DB101)’s benefits planning tools and other resources.