



Employment Services: Supplementary Guidance for Specialist Providers who support people to find and keep a job

The Ensuring Quality standards expect a demonstration of quality which is proportionate to the type of service that it delivers. This document provides guidance on the sort of information we expect from a provider who wishes to advertise their supported employment services.

Supported Employment is a flexible and continuous process, tailored to meet each person's individual needs. ¹ Employment or work is defined by real jobs in the open labour market that are paid the prevailing wage, or self-employment. It does not mean volunteering or work experience, unless this is part of a genuine pathway to real work. It is about doing a good job that the employer and employee value.

The outcome for a supported employment specialist is to support people to find and maintain employment.

NB If you do not support people to achieve both parts of this outcome then this specialist quality assurance scheme is not for you. You can complete a general [micro provider questionnaire](#) if relevant.

In order to demonstrate that you meet the Ensuring Quality standards you must show how you deliver this outcome by answering the following questions:

Standard 1: I have support that is right for me

- **I am at the centre of the service**

How do you ensure that individual's strengths, likes and dislikes are at the heart of your employment support?

- **I am part of the community**

How do you create strong links with local employers in order to support people into jobs in their community?

- **I am independent**

How do you support people to increase their skills and resilience within the workplace to enable them to become more independent?

- **I can make decisions about my support**

¹ BILD guide: Personalisation and Supported Employment 2



There can be no decisions without genuine choice. How do you inform decision making to help people to find the sort of job that they want?

Standard 2: I get what I want out of the service

“The challenges that people face include difficulties with communication and understanding instructions, difficulties in transferring learning from a classroom or training environment to a real workplace, and the need for support to manage changes in the workplace. These can be overcome with the right model of vocational support tailored to meet individual need”²

• The organisation knows what I want to achieve

How does your vocational profiling and job matching process identify and support people’s aspirations, skills, experiences and job interests?

• They support me to do this safely

How do you ensure that any support needs are identified and supported within the workplace through reasonable adjustments? For example:

- Lighting.
- Seating.
- Method of information sharing such as a work buddy explaining any communications and checking understanding.

• We make sure it is happening

In order to meet this standard you must have:

- An agreed outcome within an agreed timeframe. For example, get part-time catering work within 3 months.
- An agreed plan on how to achieve the initial outcome.
- Individual development plan is created to monitor the persons in-work support and career development.

Standard 3: I am supported to take risks and stay safe

Central to the ethos of these standards is the commitment that anyone who wants a job can work. However, in order to do so risks must be managed.

What ongoing support do you provide and what systems do you put in place to ensure workplace risks are managed for people with support needs such as:

- Health and safety.
- Bullying.
- Safeguarding issues.
- Information/comprehension difficulties.

² BILD 16-17



Standard 4: I have all the information I need to make the service work for me

In order to meet this standard you must demonstrate:

- How you ensure that people understand their employment options and any impact that they may have on their benefits.
- What systems you put in place to ensure ongoing support in relation to any information in the workplace.

Standards important for the organisation

Standard 5: The organisation listens to people and makes changes

You must demonstrate that you:

- Listen to individuals about what is working and not working with their individual support and as a result make changes to their employment plans
- Facilitate wider organisational feedback from all stakeholders and implement improvements. For example, you could conduct an annual survey with your stakeholders and use the results to to inform the next years' strategy.

Standard 6: The organisation treats everyone as equally important and respects everyone's needs

"I'm a bit embarrassed really. When (the employment specialist) first came to our team I thought, what are they here for? We work with people who are really ill you know? But they showed me I was wrong. I refer people now who say they want to work even if I think it's impossible for them to ever get a job as I'm constantly proved wrong" (Community Psychiatrist)³

What do you do to ensure that you meet a range of support needs. What have you done as an organisation to make yourselves more accessible? How have you supported employers to do the same?

Standard 7: Staff have the right qualities, skills and experience

³ Centre for Mental Health 'Implementing what works the impact of Individual Placement and Support Regional trainer'



In order to meet this standard your staff should have the skills and competencies to meet all relevant standards defined in the [National Occupation Standards for Supported Employment](#)⁴. Please refer to these standards in your answer.

In addition, you will also need to demonstrate that you and your staff either have or are working to qualifications such as:

- [Supported Employment \(QCF\)](#)⁵
- Systematic instruction training
- Level 4 NVQ Diploma in Advice and Guidance

Standard 8: The organisation has ever thing in place to deliver a safe service

When you are demonstrating how you assure quality within your organisation please ensure you mention any quality assurance systems such as Matrix that you are accredited by.

⁴ http://base-uk.org/sites/base-uk.org/files/knowledge/National%20Occupational%20Standards/full_suite_supported_employment_nos_final.pdf

⁵ <http://base-uk.org/sequalifications>