



jobswest
Employment Services

About This Handbook.....	4
What is Jobs West?	5
Where is Jobs West located?	6
What are the hours of Jobs West?	6
Does it cost me anything to come to Jobs West?	7
Am I ready for Jobs West?.....	7
How do I apply to Jobs West?.....	10
How long is the wait list?	11
Once a referral is made then what?.....	11
What should I bring to the intake meeting?	12
Does the intake meeting mean that I am accepted into Jobs West?	14
I did not get accepted and I want to see if I can get that decision changed (appeal the decision).....	15
I am accepted. Now what?.....	16
Candidate Service Plan.....	17
Quarterly Reports	17
When I am involved with Jobs West I am responsible to:.....	18
Jobs West and the program staff are responsible to:.....	19
Different types of work:.....	20
Work Experience:	20

Volunteer:	21
Paid Employment:	21
What is a success?	22
Job Search	22
Job Interviews	23
How will I know if I got the job?	23
I got the job. Now what?	24
What if my file is inactive and I have problems at work or need to be trained in a new task at work?	25
Can I see my Jobs West file?	25
Can anyone else see my Jobs West file?	25
What do I do if I am not happy with the service I am getting from Jobs West?	26
Word meanings	28

About this handbook

If you have trouble reading this, please have someone go through it with you. Some of the words in this handbook are underlined. These words are explained in greater detail at the back of the handbook. This handbook is also available on audio (voice) cassette tape. If you would like a tape please contact Jobs West at (604) 732-7776.

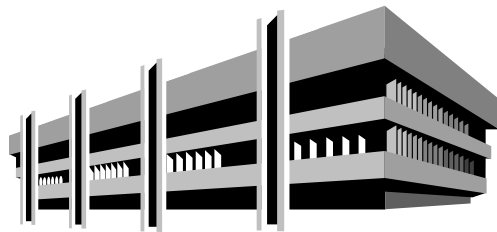


What is Jobs West?

Jobs West is an employment agency with the Developmental Disabilities Association. That means we help you find a job (paid or volunteer) that suits your skills and interests, and we will help you to train on the job. All staff have both education and experience that gives them the skills they need to help you in the program. We are there to help you if your job changes or if you want to change jobs.

Lots of people have worked with Jobs West and have found good jobs. You can be one of those people too!

Jobs West has been in operation since 1985.



Where is Jobs West located?

Our office is at Arbutus and Broadway and we are on a number of major bus routes. We are located at:

#411- 2150 West Broadway

Vancouver, BC

V6K 4L9

Phone: (604) 732-7776

Fax: (604) 732-7841

Email: kinglis@develop.bc.ca

What are the hours of Jobs West?

Jobs West does not have set hours. Staff are in and out of the office during the weekdays. If you call and the person you want to talk to is not in, it is best to leave a voice mail message. Staff check messages regularly.

Does it cost me anything to come to Jobs West?



No! Jobs West is funded by Community Living British Columbia (CLBC) in Vancouver. However, this means you must have a Social Worker with the Vancouver office to be referred to Jobs West. If you do not have a Social Worker, but live in Vancouver you may be eligible for service. Contact:

Community Living British Columbia

4th Floor, 210 West Broadway
Vancouver, BC
V5Y 3W2
Phone (604) 660-3323

Am I ready for Jobs West?

Check off yes or no to the following questions:

	Yes	No
1. Do I want a job?	_____	_____
2. Do the people that support me: (family, residential workers, social worker) think it would be a good idea for me to be involved with Jobs West?	_____	_____
3. Are the people that support me willing to help me work towards my goal of getting a job?	_____	_____
4. Can I follow a schedule and get to meetings on time?	_____	_____
5. Am I willing to learn new bus routes with help?	_____	_____
6. Have I been employed before?	_____	_____

Am I ready questions continued...	Yes	No
7. Have I gone to college?	_____	_____
8. Have I done work experiences in school or college?	_____	_____
9. Do I think I know what kind of job I would like?	_____	_____
10. Do I have a <u>stable living situation</u> ?	_____	_____
11. Is my <u>health stable</u> ? (both <u>physical</u> and <u>mental health</u>)	_____	_____
12. Do I understand what having a job means?	_____	_____
13. Do I have time for a job?	_____	_____
14. Am I willing to help with my own job search?	_____	_____

Am I ready questions continued...

Yes

No

15. Am I willing to make a commitment
to an employer?

If you have answered yes to most of these questions then you may be ready for Jobs West.

How do I apply to Jobs West?



If you think you would like to come to Jobs West you should talk to your Social Worker with Community Living British Columbia.

Your Social Worker needs to put your name on the Jobs west wait list. When Jobs West has space available we let the Ministry worker know and he/she will forward referrals to the Jobs West Manager.

How long is the wait list?

Unfortunately no one can say for sure. It could be one month or one year.

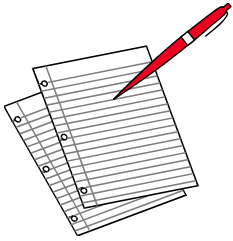
Once a referral is made then what?



You will be contacted by Jobs West and asked to come to an intake meeting. An intake is when you meet a Jobs West staff person to talk about the kind of work you would like to do and what you have done before. The intake is usually done at the Jobs West office, but if you are not sure how to get there, a Jobs West person can come to you.

If you are very nervous and want some help, you can ask someone to come with you to this meeting. You could ask your parents, caregiver, residential supervisor, or anyone who makes you feel comfortable. Remember that this person cannot answer the questions for you. They can only help! The Jobs West staff person will be asking you the questions because he/she wants to get to know you.

What should I bring to the intake meeting?



Collect what you have and tick beside each item and
bring them to the meeting ✓

- () 1. Your correct address, postal code and phone number.
- () 2. Your Social Insurance Number.
- () 3. Your doctor's name and phone number.
- () 4. Your medical care card number.
- () 5. Your social worker's name and number.
- () 6. Your Employment Assistance worker's name and
number (if you have one).
- () 7. The names and phone numbers of people we would
contact in case of emergency.

What should I bring continued...

- () 8. A resume (if you have one). A resume lists your school, work experience and work history.

- () 9. Any written school, college, or work evaluations that you might have.

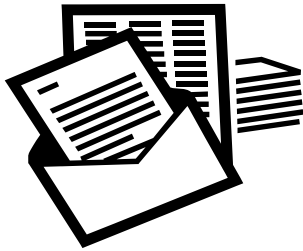
- () 10. Any medical information that could effect your work, for example whether you take medication, or if you have a back problem etc. A medical problem does not mean that you can not get a job, but it may mean a difference in the type of work we look for.

- () 11. References. The names and phone numbers of people we can call to discuss your history. This could be a former employer or supervisor or your college instructor.

Bring as many of these things as you can. At the very least, you must have some identification and your social insurance number.

Does the intake meeting mean that I am accepted into Jobs West?

No, this does not mean that you have been accepted into Jobs West. Jobs West staff will talk to other people who know and support you to see if Jobs West is the right place for you. This usually takes a week or two. You may also be given a trial period to see if the program is a good match.



You will then receive a letter from Jobs West letting you know if you have been accepted and if so, who you will be working with. This person is called an Employment Specialist.

I did not get accepted and I want to see if I can get that decision changed (appeal the decision).

What you do will depend on at what stage your application to Jobs West was not accepted. If your Social Worker doesn't think Jobs West is right for you then you must talk to your Social Worker about this. If you are still not satisfied then you should ask to meet with your Social Worker's supervisor to discuss the reasons.

If you have an intake at Jobs West and are then not accepted you must first talk to the program manager. If you were still not satisfied with the decision you would then ask to speak with the Assistant Director of Adult Services at the Developmental Disabilities Association. The Assistant Director of Adult Service can be reached by calling the head office at:

(604) 273-9778.

I am accepted. Now what?



Over the next few months you and your Employment Specialist will get to know each other. You will meet and do things like a skills and interests inventory. A skills and interests inventory asks you lots of questions about what you like to do and what skills you have. We may also talk to the people who know you well about what the ideal job would be for you.

You may also do some work experiences. This will help you to try different types of work and allow us to see what things you are good at. As well, we can help by putting together an updated resume, and offer assistance with job readiness , job search, and interview skills.

Candidate Service Plan

You will meet with your employment specialist to develop a service plan. This plan will be updated every three months and is about what you want to do with Jobs West. You will set long and short-term goals and talk about who will do what by when. This is your plan, and should be about what you want. If you want to change your plan before it is time to write a new one that is okay, just talk to your employment specialist.

Quarterly Reports

As part of our contract with Community Living B.C. we are required to give your social worker updates on how things are going every three months. This is called a quarterly report. Your employment specialist will go over this report with you before it is sent to your social worker. As well, if it is okay with you we like to send a copy of this report to the main support people in your life so they know what is going on as well. You will be asked if this is okay and who you would like it sent to.

When I am involved with Jobs West I am responsible to:

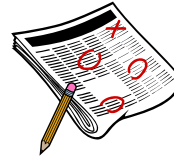
1. Show up on time for all appointments.



2. Call in ahead of time to cancel the appointment if there is a good reason why you can not make it to the appointment (like you are sick.)



3. Help with your own job search.



4. Be willing to learn and try new things.

5. Be clean and wear appropriate clothing.



6. Be respectful and honest.

Jobs West and the program staff are responsible to:

1. Show up on time for all appointments.
2. Call ahead of time to cancel the appointment if there is a good reason to cancel.
3. Help you to learn how to be a good employee.
4. Help with your job search.
5. Help you to train on the job.
6. Be respectful and honest with you.
7. Act in a professional manner at all times.



Different types of work:

Not everyone is interested in or ready for paid employment. Work can mean a number of different things. You, with the help of the people who support you (family/caregivers, Social Worker, Employment Specialist etc.) will decide what is best for you. Below are the different options:

Work Experience:

Sometimes you do not know what you want to do or have the skills or training to do a job. You can try different jobs by doing work experiences. Work experiences can also help you to get experience and learn the skills you need to become employed at that type of work. Work experiences can be part-time or full-time and can last for different lengths of time. If you are happy and are still learning then we will try to arrange it so that you can stay longer.

Volunteer:

Some people decide that the pressure or commitment of paid employment is not what they want or are ready for. Yet being out of the house and having something to do that they enjoy and feel good about is still important. For these people volunteer positions work best. Volunteer jobs can be part-time or full-time. Long term volunteer positions (for over one year) have to be with a company that is not for profit. This means a company that does not try to make money for the company.

Paid Employment:



This is a job where you would go to work at a set time and are paid for your work. This can be on a part-time or full-time basis. There are certain laws in B.C. (the Employment Standards Act) about how many hours a person can work or the minimum dollars per hour you are to be paid for this work. Jobs West can support you to find a job that that fits with these laws.

What is a success?



Jobs West considers all work options (work experience, volunteer, or paid employment) a success. As long as you are happy and it suits your needs then we feel it is a success! You might wish to have a part-time job and volunteer part-time as well.

Job Search

Once you are ready to work, you and your Employment Specialist will begin active job search. This could be for a work experience, volunteer, or paid employment. You will be asked to help with this as much as you can. It can often take some time to find the right job, so be patient. The more you can help the better and faster it will be.

Job Interviews

When a job is found you may have a job interview. There are two types of interviews:

1. The first type is like the intake meeting where the employer will ask you lots of questions about what you have done in the past. Your employment specialist can help you to prepare for this interview. Remember to look your best; first impressions are important!
2. The second type is what is called a working interview. This is when you will actually try the job out for a short period to see if it is the right job for you.

How will I know if I got the job?

The employer will be in touch with your employment specialist. Your employment specialist will let you know if you got the job. If you didn't get the job we will continue to help you look for something else.

I got the job. Now what?

The first step is making sure you know how to get to the job site. Your employment specialist and or your family can help you with this.



The first week of a new job is hard. There are so many things to learn and people to meet. Your employment specialist will be there to help you. He/she can also help you learn other things about where you work, such as how to get to know your co-workers and where the lunchroom and washrooms are found.



As you learn the job and get comfortable at the job site the employment specialist will come less and less. If your job changes or you are having difficulty you should let your Employment

Specialist know and they will spend more time with you, or try to help you sort out the problem.

If you have been at the job for a long time without any problems we may be able to inactivate your file. This means that we will not visit you on the job site any longer. When this happens you should be very proud. It means you are independent in your work and are doing a good job.

What if my file is inactive and I have problems at work or need to be trained in a new task at work?



If this happens you should call Jobs West or your Social Worker right away. We will try to help you sort out the problem or assist with the training of the new task.

Can I see my Jobs West file?

Most of the paperwork in your file will be done with you and your Employment Specialist will review all evaluations with you. If you would like to see your file you must ask the program manager in advance to do so. This request should be in writing if possible.

Can anyone else see my Jobs West file?

Your Jobs West file is only for Jobs West. Information from your file will not be shared with anyone else unless you give us the okay. To do this, you must sign a consent form to release the information.

What do I do if I am not happy with the service I am getting from Jobs West?



Hopefully this won't happen. If it does you should follow the steps below. You will not be in trouble for speaking up about your concerns.

First try to talk to the person you are having the problem with.



1. If you are not comfortable doing this, or have tried and it didn't change the situation then make an appointment to speak with the program manager at (604) 732-7776
2. If the problem is still not solved you can make an appointment to speak with the Director of Adult Service at (604) 273-9778. The director of Adult Services will reply to your concerns in writing within 10 working days.

3. If the problem is still not solved you can make an appointment to speak with the Executive Director. The Executive Director can be reached by calling (604) 273-9778. The Executive Director will reply to your concerns within 10 working days.

You may also want to talk to your family/caregivers or Social Worker and ask for their advice or assistance.

Advocate for Service Quality

The name of the Advocate for Service Quality is Jane Holland. It is Jane's job to help adults with developmental disabilities and their families to get quality service. There is no cost for this service. Jane can be reached at:

Phone: (604) 775-1238

Fax: (604) 660-1505

Mail: 200-555 West 8th Avenue

Vancouver, B.C.

V5Z 1G6

Word meanings

Stable living situation: This means you are happy with where you live and get along with the people you live with.

Stable physical health: This means you are healthy, and could be available for work. If you have problems with your health (other than colds or the flu once or twice a year) it may not be the right time to think about coming to Jobs West.

Stable mental health: Are you in control of your emotions (for example anger or sadness)? If you are seeing a psychiatrist (example Dr. Friedlander) often this may not be the right time to think about coming to Jobs West.

Job Readiness: Job readiness means some of the skills you need in any job. A few examples of some job readiness skills are: following directions, being on time, asking for help when you need it, and getting along and working with others.

Word meanings continued

Appropriate clothing: Means the right type of clothing for what you are doing.

Respectful: This means being polite and kind, not rude.

Inactivate: This means that your file at Jobs West is not active. Jobs West staff will not be in contact with you.



Revised September/06