

College of Employment Services

<http://directcourseonline.com/employmentservices/core-curriculum/>

Currently Available Courses:

The following is a list of courses available in the College of Employment Services. The library will continue to grow and additions and updates to courses will be made to keep them current.

Strategies for Job Development — Part 1

Developing a plan to help people find jobs is at the heart of your work. In this course, we offer an array of techniques to make job development easier and more effective. Topics include when and job seekers should disclose disabilities, tips for creating effective resumes, and how to match individuals' desires and abilities with career opportunities. We also cover the latest job-search and marketing techniques, including creating marketing materials, taking advantage of social media, and networking (both in person and online)

- Disclosure, Resumes, and Interviewing
- Matching Job-Seeker Skills to Jobs
- Marketing Materials for Job Development
- Using Social Media to Market Job Seekers

Strategies for Job Development — Part 2

Job seekers are your customers—but so are the employers who can hire them. This course offers practical methods for understanding and responding to employers' needs. We also discuss how you can match those needs to job seekers' skills and interests. You'll learn how to show employers that working with your agency is a win-win proposition. Additional topics include solving business problems, developing mutual confidence and trust with employers, supporting job seekers with online job applications, and negotiating hiring arrangements.

- Employer as the Customer
- Identifying Employer Needs
- Online Applications and Personality Tests
- Negotiating the Hire, Including Accommodations

Principles of Career Development

Learn key strategies to help people overcome barriers to employment. In this course, we explain effective ways to use individual assessments and other planning strategies. These techniques can help job seekers focus on their skills and interests and get clearer about what various careers involve. The course also covers the relationship between disability benefits and employment, and explains how beneficiaries can make the most of work incentives.

- Everyone Can Work

- Person-Centered Career Planning
- Assisting with Barriers to Career Development
- Tools and Assessment Strategies for Career Discovery
- Using Conventional Approaches for Career Planning
- Earnings, Benefits, and Career Choice

Foundations of Employment Services

Your goal is to support all individuals in pursuing meaningful, rewarding work—including people with disabilities and other barriers. In this course, you'll learn about the history of employment services, the key duties of your professional role, and the core competencies you'll need to do your job well. After completing these lessons, you will have a solid ethical foundation on which to build your career.

- Evolution of Employment Services
- Values and Expectations of Work
- The Employment-Services Professional
- Partners in Employment Services

Business Perspectives

You're focused on supplying workplaces with qualified job seekers, but what about the employer perspective? This course goes in-depth into the "dual-customer" approach to career development. You'll learn about the functional use of labor-market information for the modern economy, using research to learn about employers' experiences and workforce development strategies, strategies for working with small and large employers, engaging in community and business networking, and collaborating creatively with employers and job seekers to make strong job matches.

- Serving the Employer Customer: Fostering Responsive, Timely, and Business-Driven Customer Service
- Understanding and Using Labor Market Information to Meet Workforce Needs
- Shifting Perceptions: The View of Business Customers on Hiring and Retaining Workers with Disabilities
- Building Strong Business Partnerships

Performance Coaching and Support, Part 1

In Part 1 of this two-part course, we focus on the important role of the job coach outside the workplace. You will learn how to work with job seekers to ensure a successful employment experience. We also cover collaborating with employers to support new hires with disabilities and other challenges. Other topics include developing soft skills, creating support plans, understanding legal rights in the workplace, and preparing for workplace emergencies.

- The Role of the Job Coach Outside the Workplace

- The Role of the Employer
- The First Days of Work and the Employment Support Plan
- Legal Rights at Work and Self-Advocacy
- Preparing for Emergencies in the Workplace

Performance Coaching and Support – Part 2

Part 2 of this two-part course focuses on your role as a job coach in the workplace. Topics include developing and revising employment plans, facilitating natural supports, identifying and supporting learning styles, and fading your presence from the job site as the worker gains independence.

- The Role of the Job Coach in the Workplace
- Developing a Plan to Sustain Employment and Starting the Job
- Supporting Employees' Learning Styles
- Developing a Task Analysis
- Natural Supports, Self-Maintenance, and Fading

Using Work Incentives Toward Self-Sufficiency

Anxiety about earnings and benefits is one of the primary barriers to employment. The truth is, many Social Security beneficiaries can effectively use work incentives to become self-sufficient. While these incentives are complex, you don't need to be an expert to help. This course will provide you with important terminology, fundamental rules and concepts, and crucial strategies for helping beneficiaries maximize work incentive use and economic self-sufficiency.

- Why Work? An Overview of Work Incentives
- Proactive Planning: Staying on Track with Work Incentives
- Key Incentives for People Receiving Social Security Disability Insurance
- Key Incentives for People Receiving Supplemental Security Income
- There's More to Benefits: Health Care and Other Subsidies
- The PASS: Helping People with Disability Benefits Create Careers

Funding

Getting funding for employment services can be challenging, but there are many sources available. In this course, you'll learn about primary funding sources, such as vocational rehabilitation and developmental disabilities agencies. You'll become familiar with alternative funding sources, and with strategies for blending and braiding funding. We'll also cover Medicaid waivers, resource ownership, and Social Security work incentives.

- Where Funding Comes From

- Social Security and Additional Funding Sources

Mental Health

Employment Services for People with Mental Health Disabilities. Job seekers with mental health disabilities often encounter employment challenges, and additional concerns may emerge if people have co-occurring issues. In this course, we'll share approaches to help people with serious and persistent mental illness succeed in the workforce. You will learn best practices as demonstrated by research, the latest approaches for effective job development, techniques for engaging job seekers, and ways to support people in maintaining employment and succeeding in the workplace.

- Lesson 1: Core Values and Principles
- Lesson 2: Networking, Disclosures, and Job Development
- Lesson 3: Providing Support and Promoting Retention
- Lesson 4: Co-occurring Issues and Other Challenging Behaviors

Ticket to Work

The Social Security Ticket to Work program is a great source of potential funding for agencies that help people find work. Basically, the Ticket gives job seekers with disabilities more choices about where they can receive employment services. Unfortunately, most employment agencies and disability organizations are unaware of the Ticket, or don't understand how it can help them.

This course from the College of Employment Services provides a quick, clear overview of how the Ticket to Work program functions, and how it offers flexibility and options to job seekers who get Social Security benefits. Employment professionals and provider agencies—if you're not taking advantage of this program, you're leaving money on the table!

Networking

In a challenging economy, employment specialists and job seekers need to become expert networkers. But what's the best way to network? And what if networking feels uncomfortable? In this course, we offer tips about growing your network and those of the job seekers you work with. You'll learn about weak and strong social ties, social capital, and social media. And we'll go in depth into two powerful networking techniques: elevator pitches and informational interviewing.

- Lesson 1: The Hidden Job Market
- Lesson 2: Elevator Pitches and Informational Interviewing

Job Creation

In these three lessons, you'll learn how to identify unmet employer needs, show employers the benefits of creating a new position, and write employment proposals. I'll also discuss self-employment as an alternative to traditional job placement.

- Lesson 1: Using Job-Seeker Skills to Target Employers
- Lesson 2: Identifying Employers' Unmet needs
- Lesson 3: Self-Employment

Coming in 2014!

- Criminal Histories