

# pos Abilities Employment Service

*Empowering people with diverse abilities*

## Information Handbook



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# Welcome to *posAbilities* Employment Service!

## About This Handbook

This handbook was put together to help answer any questions you may have with regards to **posAbilities Employment Service**.

We hope you will find this handbook useful. If you can't find the answer to your question in the handbook, please contact the office at 236-471-0444 or email [employment@posAbilities.ca](mailto:employment@posAbilities.ca)

Some words are **bolded**; these words are explained in greater detail at the back of the handbook under the Title: **Word Menu**



## Who We Are

posAbilities Employment Service assists individuals who identify as neurodiverse, autistic, or as having an intellectual or developmental disability to find and maintain paid employment.

We will help you to match your skills and interests with **competitive** paid employment opportunities, and provide you with on the job training and support.

When you are settled in your new job, we will make sure you are supported well by your employer. We are just a phone call away should you require further assistance.

#102 - 309 - 6th St.  
New Westminster, BC  
V3L 3A7

#395 -3665 Kingsway St.  
Vancouver, BC  
V5R 5W2

22334 Selkirk Ave.  
Maple Ridge, BC  
V2X 2X5

Phone • 236-471-0444

Email • [employment@posabilites.ca](mailto:employment@posabilites.ca)

Website • [www.pesworks.ca](http://www.pesworks.ca)

## **What hours is *posAbilities* Employment Service open?**

We do not have set hours. Staff will be in and out of the office during the weekdays. If you call and no one answers, please leave a voice mail message. Staff will be checking in on a regular basis and will return your call as soon as possible.

## **Does it cost anything to come to *posAbilities* Employment Service?**

No! *posAbilities* Employment Service is funded by Community Living British Columbia (CLBC). If you are not eligible for support through CLBC, there may be other ways to access our service, including paying privately.

## **How do I receive services from *posAbilities* Employment Service?**

As we are funded through Community Living British Columbia (CLBC), you must live in the Lower Mainland and have a Quality Service Analyst refer you to our employment service. You can contact CLBC here:

Phone: 604-664-0101

Toll free: 1-877-660-2522

Email: [CLBCInfo@gov.bc.ca](mailto:CLBCInfo@gov.bc.ca)

## **Getting Ready for Employment**

### **Am I ready to find employment?**

Only you can decide if you're ready to work.

Everyone has a different reason for working, some reasons could be to:

1. Have extra money
2. Meet new people
3. Learn new skills
4. Make valued contributions to their community

## If you are unsure about having a job, answer the following questions:

1. Do I want a job?  Yes  No
2. Will the people that support me (family, caregivers) help me work towards my goal of getting a job?  Yes  No
3. Can I stay committed in working towards my goal of becoming employed?  Yes  No
4. Will I be able to work independently, once supports have faded out?  Yes  No
5. Am I willing to learn new bus routes with help?  Yes  No
6. Am I willing to help with my own job search?  Yes  No
7. Do I have a **stable living situation**?  Yes  No
8. Is my **health stable**? (both **physical** and **mental**)  Yes  No

**If you answered YES to most of these questions, you may be ready for posAbilities Employment Service.**

## What should I bring to the intake meeting?

Look at the checklist to see what kind of information we will need. Check off each box as you prepare for your meeting.

- Your correct address, postal code and phone number.
- Names and phone numbers of people we can contact if there is an emergency.
- A **résumé**. (if you have one)
- Any medical information, for example, if you take medication or have a bad back. This would not stop you from getting a job, but it may mean that we look for work that doesn't involve heavy lifting.
- Any questions you have about our service.

## Does the intake meeting mean that I am accepted into *posAbilities* Employment Service?

Yes, after you have had an Initial Intake meeting. We will have an **Employment Specialist** set up an **Intake Meeting** which means you would like to move forward.

### **I didn't get accepted and I want to see if I can get that decision changed (appeal the decision).**

If you didn't get accepted and you don't agree with the decision, you must first talk to the Employment Service Manager. They will meet with you (and your family or caregivers if you wish) to discuss the reason you weren't accepted at this time.

Should you still not agree with the decision, you can contact the Program Director at *posAbilities* by calling (604) 299-4001, or sending a letter to this address: # 240, 4664 Lougheed Highway, Burnaby, BC, V5C 5T5. The Program Director will contact you within 10 working days.

### **I am accepted. What happens now?**

An Employment Specialist will contact you to set up dates and times to meet.

Over the next few months, you and your Employment Specialist will get to know each other better. This is called **Discovery**; we will explore your skills and interests by meeting weekly and doing different activities together in the office and community.

You may also take part in some other activities such as our Employment Job Club where you can meet new people who are employed and others who are looking as well. Some of the topics you might engage in are listed below, as well as many others.

- Employer's expectations
- Learning life and job skills that will help you find and keep a job
- Practicing social skills
- Interview questions and answers

# My Plan to Find Employment

During Discovery, you will make a plan with your Employment Specialist for how to look for work and which jobs to look for. This is YOUR plan and it should be about what you want. It will be updated as things change for you. If you want to change your plan, just talk to your Employment Specialist.

## What are my responsibilities when I am involved with *pos*Abilities Employment Service?

1. Show up for appointments on time.
2. If you have to cancel because you are sick, let us know as soon as possible.
3. Be involved with your job search.
4. Be open to learning and trying new things.
5. Be respectful and honest.



## Job Search

When you and your Employment Specialist feel you are ready to move forward with employment, they will work with you to identify possible employers.

The next step will be contacting the employers to explore different employment opportunities. Be open to trying different types of work, you might discover you like something new.

## Job Interviews

There are many ways to interview for a job. Your Employment Specialist can assist you with deciding the best way for you.

## How will I know if I got the job?

Employers can contact you directly, but if you prefer them to speak with your Employment Specialist first, this can be arranged. If you didn't get the job, don't worry. We will keep looking until we find the right job for you!

## I Got the Job - Now What Happens?

The first step is that you know how to get to the job site. Your Employment Specialist or your family can help you with this.

There's a lot to learn in the first weeks of a new job. Your Employment Specialist can be there to help you get comfortable and complete your training. This is called Job Coaching. However, not everyone wants their Employment Specialist at work with them. There are other ways we can support you if you prefer.

As you learn your new job and become more confident, your Employment Specialist will start to visit you less often. We will make sure you know the people you work with so you can ask for help if you need it. These are called **Natural Supports**. You can still contact your Employment Specialist if you need to.

After you have been at your job for a while and there are no problems, we will not come to the job site anymore. It is a sign that you are doing a good job on your own and that your job placement is a success!

## What if I have problems at work or need to be trained in a new task at work?

If your job description changes or you are having some difficulty, give your Employment Specialist a call. They will come and spend some more time with you at the jobsite.

## Information About You

### Can I see my *posAbilities* Employment Service file?

Yes, you can see your file. Everything that goes in your file can be reviewed with you. If you need to see something specific, speak to your Employment Specialist.

### Can anyone else see my *posAbilities* Employment Service file?

Your *posAbilities* Employment Service file is only for *posAbilities*. Information from your file will not be shared without your signed permission. To do this, you will need to sign a consent form to release the information to another person or organization.

## Quality Assurance

### What do I do if I am not happy with the service I am getting from *posAbilities* Employment Service?

We hope this won't happen, but if it does, follow the steps below. You will not be in trouble for speaking up about your concerns.

1. First, speak with the person you are having the problem with.
2. If you are not comfortable doing that, you can speak with or write a letter expressing your concerns to the *posAbilities* Employment Service Manager.
3. If the problem is still not resolved, you can make an appointment to speak to the Program Director. They can be reached by calling the *posAbilities* head office at (604) 299-4001. The Program Director will reply to your concerns within 10 working days.

You may also want to speak to your family/caregiver/**advocate** and ask for their advice or assistance.

# Word Menu

**Advocate** – supports individuals to develop the skills, confidence and knowledge they need to voice their concerns and make sure they are being treated right.

**Competitive Employment** – an appropriate fit of a candidate's skills and interests with an employer who operates a legitimate business paying at least minimum wage.

**Discovery** – a process of exploring your skills, abilities and interests to find a suitable employment opportunity.

**Employment Job Club** – meetings that will help you to learn about employment and meet new people.

**Employment Specialist** – the person who will support you to find and keep employment.

**Intake Meeting** – a meeting that takes place with you - the Job Seeker, and anyone you identify as a support, in order for us to obtain more personal information about you.

**Natural Supports** – people who work at your place of employment who can assist a new employee with training and/or questions.

**Résumé** – a tool used to show potential employers how skilled you are.

**Stable living situation** – you have a fixed address and are settled and happy living there.

**Stable mental health** – are you in control of your emotions? For example, anger or sadness? Are you seeing a psychiatrist? If you take medications, are they stable? These are all things to consider before looking for employment.

**Stable physical health** – this means you are healthy and could be available for work. If you have problems with your health (other than getting a cold or the flu once or twice a year), it might not be the right time to think about employment.

Uniform  
 First Day  
 Paycheque  
 Colleagues  
 Decision  
 Job  
 Like  
 Learn  
 Independence  
 Company  
 Schedule  
 Ability  
 Action  
 Think  
 Leadership  
 People  
 Work  
 Job  
 Purpose  
 Assist  
 Search  
 Employment  
 Team  
 Service  
 Competitive  
 Abilities  
 Inclusion  
 Paycheque  
 Social  
 First Day  
 Learn  
 Performance  
 Community  
 Diverse  
 Skills  
 Team  
 Meaning  
 Assist  
 Resume  
 Secure  
 First Day  
 Colleagues  
 Empowerment  
 Dream Job  
 Team  
 Maintain  
 Company  
 Paycheque  
 Purpose  
 Secure