**VR Competencies – Learning Objectives for Employer Supports; Direct Service Level (Business Relations Consultants, Employment Specialists, Counselors)**

The following table identifies competencies and potential learning objectives for training relating to Employer Supports in a State VR Agency, at State/Central Office level. They are divided into three domains: **Training and Coordination of Services, Connections and Relationships, and Providing Information and Support.**

| **COMPETENCY AREA** | **DIRECT SERVICE LEVEL**  **(Business Relations Consultants, Employment Specialists, Counselors)** | **LEARNING OBJECTIVES**  **After training, the learner will be able to:** |
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| **Connections and Relationships** |  |  |
|  | Provide outreach and consultation to employers, educational institutions, and community organizations | List the strategies being used/planned to build and maintain relationships with the business community. |
| Monitor CRP services and outcomes | Explain the current system for recruiting and evaluating CRPs.  Describe any needed changes/improvements |

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| **Providing Information and Support** |  |  |
|  | Assist employers in understanding the functional needs and capacities of qualified workers with disabilities | Share disability-related information using appropriate functional language and following disclosure guidelines |
| Provide technical assistance to businesses on recruiting, interviewing, hiring, and retaining qualified workers with disabilities | Explain TA resources on recruiting, interviewing, hiring and retaining qualified workers with disabilities available from the state VR agency and other sources such as JAN |
| Assist companies in the development of Affirmative Action plans that include the recruitment of qualified workers with disabilities | Provide and describe examples of effective AA plans  List available resources for recruiting applicants with disabilities |
| Develop job-ready consumer profiles to enable job matching based on employer job orders/listings | Access and understand employer job orders/listing  Develop consumer profiles in a format that facilitates job matching |
| Conduct job analyses | Analyze job requirements, social environment, and soft skill expectations  Summarize findings in an understandable and usable report |
| Provide consultation on job accommodations and assistive technology | Identify and explain appropriate possible accommodations, including assistive technology |
| Maintain ongoing involvement with employers, follow up on placements | Explain the system for maintaining contact with employers and following up on VR placements  Document ongoing contact using the agency’s system. |
| Facilitate retention solutions when necessary | Communicate appropriately with employers regarding retention issues  Identify possible approaches to resolving problems, either provided directly by VR personnel or contractors, or through referral to other resources such as JAN |
| Provide information on state and federal regulations that such as Rehab Act Section 503 and the federal and state tax incentive programs available for businesses | Explain relevant state and federal regulations, tax incentives, and other financial incentives such as OJT. |