

## CEFN Employer Engagement Standards and Protocols

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Professionals working in the field of Supported Employment / Employment Inclusion recognize that employment service outcomes for people with disabilities require the engagement and participation of an employer. We also recognize that although the foundation of our work is to assist *people with disabilities* to identify, pursue, acquire and maintain employment – employers must be equally served through this work and through our service commitment to them.

Service Providers assist businesses with many elements of diversity management including recruitment, onboarding and retention. Service Providers also play a role in building employer capacity around Diversity and Inclusion. It is important that Service Providers reflect a strong ‘customer service ethic’ which includes an understanding of the business as well as demonstrating responsiveness to their personnel management needs.

As per the Terms of Reference, the CEFN does not have authority over independent member service provision, however, where employer engagement has been facilitated by the CEFN, members agree to the following minimum employer engagement / service standards set by the CEFN.

### Service Alignment with Business Needs:

Service Providers

1. Develop services and train staff to be an expert ‘inclusion resource’ to employers
2. Explore and verify skills, abilities, readiness, employment goals and job targets of candidates along with any accommodations or supports which would be required to facilitate greater employment success, performance and job retention
3. Ensure that requisite resources are in place to effectively support the prospective candidate and employer with recruitment, onboarding and employment retention
4. Ensure that staff reflect excellent ‘customer service’ values and etiquette with employers

### Recruitment:

Service Providers

1. Commit to building a lasting, mutually beneficial relationship with Calgary Businesses
2. Become familiar with business’ personnel needs, operations and work culture
3. Provide resources and accurate information to assist employers with inclusive recruitment
4. Facilitate ‘talent-matching’ – bringing the best candidate forward for the specific workplace
5. Ensure employers are aware of any accommodations required for interviews
6. Assist employers with interviews in terms of communication accommodation and facilitating information exchange, as per the employers’ and candidates’ needs and wishes

## **Onboarding:**

### Service providers

1. Provide detailed information to the employer about the range and scope of services available
2. Verify and document job description, performance and workplace culture expectations
3. Support the employee to understand and meet performance and culture expectations
4. Assist with the identification and engagement of mentors and natural supports
5. Augment (where required) the employer's usual training and orientation processes
6. Consult and advise around reasonable accommodation where required

## **Retention:**

### Service providers

1. Communicate their role in supporting retention and inclusion to employers
2. Document the employer's service expectations re accessibility, resources and the amount and type of contact (in keeping with the initial service model presented to the employer)
3. Engage in regular discussions with employers to assess satisfaction, success and challenges
4. Engage directly (when required or requested) to assist with training or other interventions
5. Engage directly around changes to duties, supervision or processes to ensure job retention
6. Advocate and facilitate resolution where concerns arise for employer or employee
7. Remain accessible and responsive to employers

## **CEFN Member Accountability & Employer Engagement Protocol:**

1. Where employer engagement has been facilitated by the CEFN, members agree to the aforementioned employer engagement / service standards set by the CEFN
2. The Network Member who has an existing relationship with the employer or who is representing the employer's interest in inclusion to the Network will be considered the Business Contact Lead' (BCL). The BCL will vary on a case by case basis.
3. Unless otherwise negotiated, all resumes will flow through the Business Contact Lead so the employer only has one point of contact.
4. Employers will be instructed by the BCL to contact the candidates' service provider representative for interviews or further details.
5. Once employment is secured, the relationship between the employer and new Network Member associated with the employee becomes an independent relationship between those two parties.
6. CEFN members agree to consult and share relevant information with each other in an effort to preserve employment sustainability and the reputation of the CEFN. Any challenges or issues that arise, as part of a CEFN-facilitated position should be communicated to involved members in a timely manner.

## CEFN Website and Electronic Job Postings Protocols

For the CEFN website and its 'Job Postings' feature, the CEFN will designate an interim BCL (Stephen Wright) who will receive, process and disseminate web-based job leads. The process is designed to ensure equity for jobseekers with intellectual/developmental disabilities as they are the most likely disability demographic to be unemployed.

1. This BCL will send out the posting to the CEFN members. ANY jobseekers with disabilities who present a suitable match (see previous standards and protocols) will be submitted by CEFN members / designates to the BCL within 3 days.
2. The BCL will respond to the employer within 5 days of the posting.
3. If, after 3 days of the posting having been shared with the CEFN, there are no proposed candidates with intellectual or developmental disabilities, then any submitted 'pan-disability' candidates will be forwarded to the employer.
4. If no suitable candidates with disabilities are proposed by any CEFN members in response to a job posting, then a 'referral' to *other* employment services within the network which may have candidates to meet the employer's needs may be made (ex. youth, aboriginal, immigrant services). The CEFN has no accountability nor jurisdiction over these referrals and follow up as per the standards and protocols described herein.