**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:** |
| --- | --- | --- |

| **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 |

| **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 plansList 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/listingDevelop consumer profiles in a format that facilitates job matching |
|  | Conduct job analyses | Analyze job requirements, social environment, and soft skill expectationsSummarize 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 placementsDocument ongoing contact using the agency’s system. |
|  | Facilitate retention solutions when necessary | Communicate appropriately with employers regarding retention issuesIdentify 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. |