

## EMPLOYMENT QUALITY STANDARDS FOR SERVICES SUPPORTING PEOPLE INTO WORK

This is about what a quality employment service should do and how you will know it is doing it.

	<b>HOW A QUALITY SERVICE SHOULD WORK AS IT HELPS PEOPLE LIKE ME BECOME EMPLOYED</b>	<b>HOW WILL I AND OTHERS WHO ARE CONCERNED ABOUT ME, KNOW THAT THE SERVICE IS DOING WHAT IT SHOULD TO HELP ME ?</b>
	The service helps me to use and grow the networks of support I already have to find and keep a job. It fills in the network gaps and provides technical support.	The workers in the service listen encourage and challenge me and the people around me.
<b>When I want to think about what it would mean for me to have a job....</b>		
1	The service exists to help people like me to take steps towards employment.	They can tell me about people they have helped, already. I can meet some of them.
2	The service operates by helping me to express my preferences, make choices, and follow my aspirations towards employment.	They listen to me, and don't tell me what I should want. They use words I understand, and use other ways to help me when I don't understand.
3	The people in the service have a range of experiences which they use to help me get a job.	They have ideas about what could help me get the job that suits me.
4	The people in the service take the time to get to know me to help me feel comfortable, so that I can make the right decisions about work.	I don't feel rushed, or pushed into something I don't want.
5	The people in the service help me to understand how their service will help me find work.	They draw and explain a clear plan that I can follow.

<b>When I'm making choices about the sort of work I want.....</b>		
6	My key worker and others help me to gather information about my skills, aspirations, interests and talents which can be used for work.	They listen, make suggestions and take me seriously.
7	I am supported to have experiences which help me make choices about work and my future career.	They spend time talking to me and helping me to understand.
8	I have a person centred plan.	I and people who care about me have been fully involved in it, and agree with it.
9	My key worker and others provide the right opportunities for me to find a job that I can learn to do.	The reason for the different activities are explained to me so that I can understand.
10	The service works well with the employer so that their expectation of me is accurate.	The employer understands my skills and the support I need.
<b>When I've got a job...</b>		
11	I have an employment development plan which helps me develop in my career and become independent in the work place.	The service doesn't dump me, but helps me to continue to develop.
12	The service makes sure that I am safe.	They show and explain to me the health and safety checks they have done.
13	The service works well with the employer so that I can become a valued colleague and full member of the work place team.	My employer understand my skills and the support I need.
14	The service provides support which is lead by my aspiration to work.	The service doesn't dump me, but helps me to continue to develop.