



Managing and Supervising the Job Development Process

Jeannine Pavlak



Why -

Managers and Supervisors play a pivotal role in effectively and efficiently assigning and supporting their staff to meet identified and agreed upon outcomes.



“The Man in the Middle”

Managers and supervisors provide stability and continuity through higher retention rates and directly affect quality improvements and outcomes.



Supervisory Skills Model

Direction from the Business

The Supervisor

Workgroup





Two Skill Sets

Understanding and operating in the “business world” The art of doing business with business.

Understanding and operating in a mission- based organization that needs to understand and meet the needs of all their customers.

You Can't Just Add a New Roadway



The infrastructure must be consistent with the targeted goals and objectives. Community-based competitive employment is not the moving of the present programs to another venue. Team resources, team assignments, and team competencies are consistently directed toward targeted goals and objectives.



Managing an Effective Team

Effective managers are those who achieve set targets and make use of resources in the best possible manner. Effective management refers to the extent to which managers achieve their targets with the assistance of organizational resources

Balancing Customer Needs

Who are your customers?

Job Seeker

Employer

Funding Source



One Target

Job Match meets the needs and desirable outcome for all 3 customers.





Tools Needed

- Employment Services Core Competencies and Training Modules

- Standard Operating Procedures and Practices

- Training Curricula/Trainer's Guides for Managers

- Consistent Service Delivery Tools for Employment Team Members

Lucille Ball

Employment Flow- Organization Perspective

Referral

Assessment

Career Plan

Job Match

Follow along



Employment Flow- Employer Perspective

Initial Contact



Informational Interview

Proposal

Job Match

Follow along



Maintain Relationship



Power of Networking



Initial Meeting

Who are you?

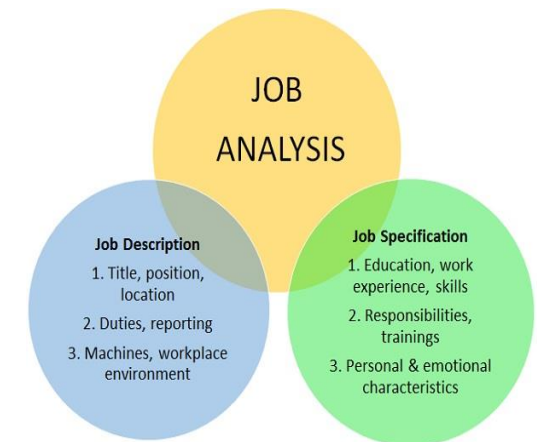
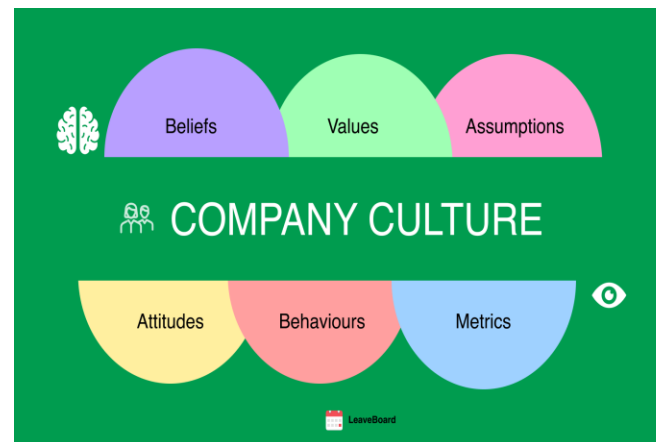
What do you need?

What is in it for me?



Data and Information – What to Capture

- Demographics
- Key Contact
- Cultural Assessment
- Job Analyses



Informational Interview

Assess the job duties.

Assess the Culture of the Company.

Identify Return on Investment.

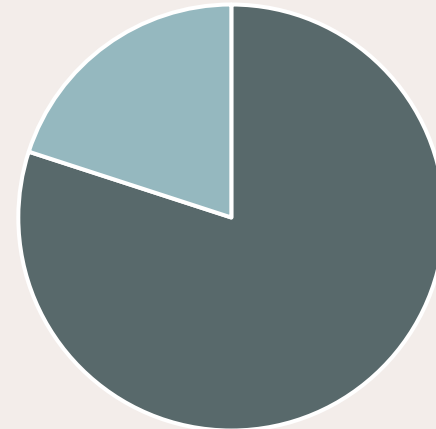
What is the pain point?





Find the Jobs Before they get Posted

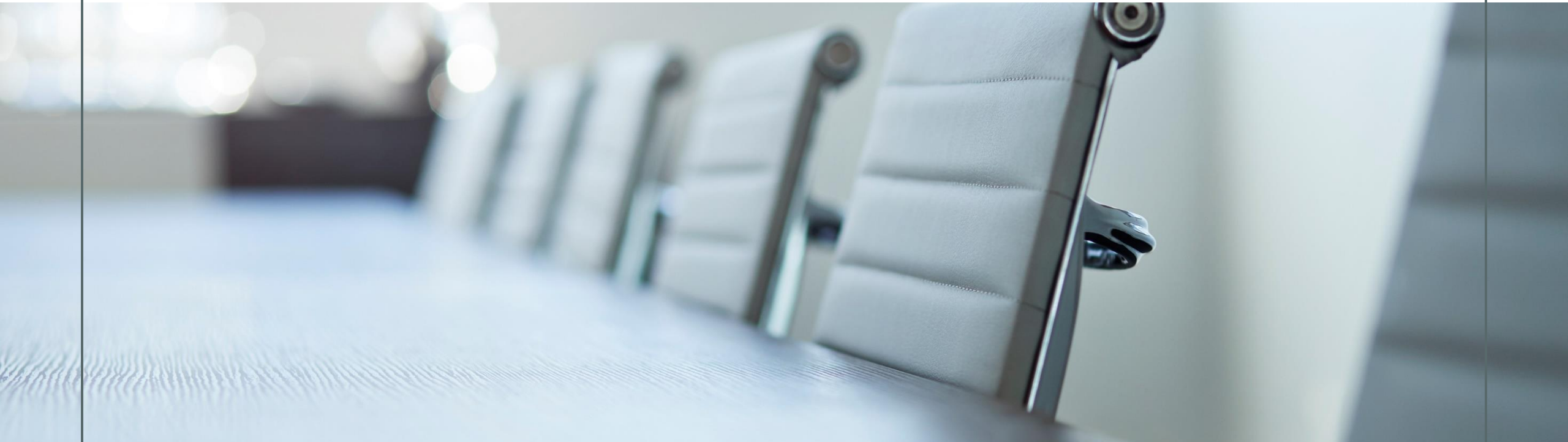
Vacancies




■ Applied for posted jobs ■ Percent of Jobs posted ■

Don't Underestimate the Importance of Company Culture

Employment Services are highly valued;
Everyone knows the importance of employment and has a
role to play;
On-going development and training is key;
All staff are recognized for their contributions.



A man with dark hair and a beard, wearing a yellow sweater over a white collared shirt, is shown in a thoughtful pose with his hand on his chin and looking upwards and to the left. The image is framed by a thin black border.

Everyone is a Job Developer

- Set up a white board
- All personal networks should be tapped
- Find “warm” contacts- no more cold calls
- Small Businesses - Who do you know
- Personal associations - religious, political or business affiliations, how many do you know?

Social Service vs. Employment Service

Looking for easy jobs – jobs always available.

Selling disability as “the right thing to do.”

Selling tax credits and stipends.

Cold calling.

Focusing on just the job seekers needs.



HOW TO DO IT!

9/15/2022

Job Development

Initial Contact – Request an informational interview.

After interview – Follow up meeting and presentation.

Negotiate

Placement

@NEBA

22



Tracking

Contacts

Interviews

Proposals

Placements





Contact Information

Jeannine Pavlak

Jeannine.pavlak@nebaworks.com

(413) 821-9200