

Core Competencies for Employment Services for Personal Agents and Service Coordinators

1. Setting the expectation of employment
2. Holding the employment conversation
3. Understanding the core vocational elements that are already known
4. Collaboration, coordination and communication
5. Building the employment team
6. Developing the employment action plan for the ISP, including employment goals and outcomes
7. Vendor selection or vendor monitoring
8. Monitoring vendor for quality
9. Coordinating services within the IPE/ITP/ISP that are either time limited and/or ongoing
10. Basic understanding of Social Security Benefits
11. Use of generic community resources, natural supports & assistive and information technology
12. Understanding VR services & when to access
13. Understanding schools
14. Ensuring and understanding informed choice for employment
15. Negotiating and mediating employment issues between service providers to coordinate desired employment outcomes

Document Source:

1. State of Oregon Employment First Outreach Orientation for Case Managers and Personal Agents, Fall 2010