

Transcript – Job Development: Steve’s Story

Slide 1: Steve

This is Steve’s story and how he utilized the Job Development process.

Slide 2: Meet Steve

Meet Steve. Steve is a 37 year old single man. He worked for many years in construction before his traumatic brain injury. He prefers not to return to this kind of work, as he feels he can no longer meet the demands. Steve would rather explore new opportunities and wants to work part-time.

Slide 3: Meet John

A job developer, John, met with Steve on two separate occasions to learn more about his interests, passions, strengths and limitations.

During their conversation, Steve mentioned his love of physical, outdoor work and likes to get his hands dirty. He drives and owns a car. Steve feels he is reliable and dependable.

Since his injury, Steve reports that his stamina is diminished and he has short-term memory issues. He also has outbursts of temper and general moodiness, especially when stressed. Steve has difficulty in organization and planning.

Slide 4: Outdoor work

Because Steve likes being physically active and working outdoors, he decided he’d like to look for work in a greenhouse or for a in landscaping company.

Slide 5: Possible employers

Steve and John created a list of greenhouses and landscape companies in the area. They listed employers in both of their informal networks including friends, neighbors, relatives who may be involved in this work. They then prioritized the list based on Steve’s level of interest.

Slide 6: Scheduled meetings

Steve expressed a desire to meet every two weeks to monitor the job search plan, and update or revise as needed.

Slide 7: Approaching employers

Steve asked that John approach each employer first. He wanted to disclose his disability, but was not sure exactly what to say. Steve and John both felt that he would probably need some supports and accommodations on the job such as reminder lists for sequential tasks, regular “check-ins” with the employer to assess progress, additional breaks if Steve felt stressed, and extra training or supervision - at least initially.

Slide 8: How to present Steve

Steve and John mutually agreed on how to present Steve to an employer:

John will describe Steve as dependable and reliable, motivated to work, and experienced in doing quality construction work.

John would also describe Steve's potential challenges such as issues with memory, planning and remembering complicated tasks which could lead to frustration. John would offer to work along with the employer to provide necessary supports during the initial training period.

Slide 9: Connecting with employers

John contacted multiple greenhouses and landscaping companies before finding a promising lead for Steve. John was able to connect with a large greenhouse where his wife buys her plants and flowers for the yard.

Slide 10: Meet Tom

John stopped by the greenhouse and had a conversation with the owner, Tom. John introduced himself and discussed Steve. He described Steve's strengths and the supports Steve might need. John also made sure to mention the supports he could offer Tom such as monitoring, problem solving, suggesting accommodations, and facilitating review meetings. Tom was very interested. He had two horticulturists on his staff that do a lot of labor. Tom mentioned it would be helpful if they could spend less time on general labor and more time propagating plants.

The owner asked to meet with Steve and his job developer the next week to discuss more details.

Slide 11: The three meet

They all met the following week. Tom was impressed with Steve's desire to work. Tom agreed to hire Steve for 20 hours per week for 30 days. After 30 days, Tom wanted to sit down with Steve and John to discuss this arrangement and Steve's performance. If, at that point, it seemed like a good match, the job would continue. Tom asked Steve if he could work more hours during busy periods. Everyone agreed to discuss this request after 30 days to see how Steve handled the work.

Slide 12: Follow up

After 30 days, Tom, Steve and John met. Tom mentioned things were going well. They discussed an issue that had emerged during the trial period. During busy times at the greenhouse Steve became stressed and had a few negative interactions with customers. Steve's co-workers didn't know how to handle these situations. Working together, Tom, John and Steve decided that during busy times Steve should avoid interacting with customers. His co-workers could help by assisting customers while Steve focused on other aspects of his work.

As a result, Tom was pleased with Steve's overall performance and wanted to continue his employment. Today, Steve continues to enjoy his job and is a valued team member.