

HSC347 Help individuals to access employment (Level 3)

Elements of Competence

- HSC347a** Work with individuals to identify their needs and preferences about employment
- HSC347b** Help individuals to identify and seek employment opportunities
- HSC347c** Support individuals to prepare for employment interviews and work

About this unit

For this unit you need to support individuals to identify and seek employment that is realistic to their needs.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Circumstances could include: young people leaving foster and residential care; individuals with sudden and acute illness or disability which could require retraining or a career change; individuals whose condition is likely to deteriorate in the short, medium or long term.

Communicate using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

Documents and records could be about: the individuals' needs and circumstances that could affect their job opportunities in the short, medium and long term; the type of jobs available to individuals and how to apply for relevant jobs; examples of people who with similar needs and circumstances who have succeeded in taking up and maintaining positions; how to access the support needed to enable individuals to seek, gain and continue in employment.

Information could be: verbal; written; electronic.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Needs could include: physical; emotional; mental; short term; medium term; long term.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (e.g. whether you have responsibility to support the work of others); the individuals, key people¹ and

¹ If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement², the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

² The key purpose identified for those working in health and social care settings is “to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care”

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Active support	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
Individuals	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be cared for in a way they choose• access information about themselves• communicate using their preferred methods of communication and language

HSC347a Work with individuals to identify their needs and preferences about employment

Performance Criteria

You need to show that,

1. you examine relevant documents, records and information that can help you support and advise **individuals** about how their short, medium and long term goals, needs and circumstances could affect their employment opportunities
2. you provide **active support** to enable individuals to identify the job opportunities open to them, taking account of their:
 - aspirations, talents, support needs, abilities, experience, knowledge and qualifications
 - any training that would be required
3. you support individuals to explore and communicate the range of employment options that:
 - they are interested in
 - are appropriate to their aspirations, talents, support needs, abilities, experience, knowledge and qualifications
 - will provide career pathways for them
4. you support individuals to choose appropriate options to meet their aspirations, talents, support needs, abilities, experience, knowledge and qualifications
5. you support individuals to examine the changes working would make to all aspects of their lives when selecting an appropriate option
6. where individuals need any additional support in making their selection you seek and acquire relevant support

HSC347b Help individuals to identify and seek employment opportunities

Performance Criteria

You need to show that,

1. you support individuals to identify the places where information about the employment they are interested in can be found
2. you support individuals to visit places where appropriate vacancies for employment of the type they want will be available
3. you support individuals, and where appropriate, acquire additional support to enable individuals to communicate their needs to the people involved in advertising job vacancies
4. you work with individuals to seek and acquire information and advice about job opportunities they are interested in
5. you support individuals to understand the information about and the requirements for the jobs they are interested in

HSC347c Support individuals to prepare for employment interviews and work

Performance Criteria

You need to show that,

1. you support individuals to:
 - identify experiences, interests and qualifications to include in curriculum vitae and applications for employment
 - acquire and complete applications and other requirements for employment
2. you support individuals who have any specific needs to access, understand and complete applications for employment in media that is appropriate to their needs
3. you work with individuals to prepare them for interviews, rehearsing interviews, where appropriate
4. you support individuals to attend interviews and ensure that reasonable adjustments have been made to meet any special needs they may have
5. you help individuals prepare for work, examining any special needs they may have when getting to, during and getting home from work
6. you support individuals who may be able to access additional resources and support when working to do so

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in for the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination, **rights**, confidentiality and sharing of information when supporting individuals to access employment and working with prospective employers
2. how to provide active support and place the preferences and best interests of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks when accessing employment
3. the rights and responsibilities of the individuals seeking, applying for and gaining employment
4. dilemmas between the individual's rights and their responsibilities for their own care and protection, the rights and responsibilities of **key people** and your role and responsibilities in enabling individuals to access employment
5. how to work in partnership with individuals, key people and those within and outside your organisation to enable individual's to access employment
6. how to challenge, and to support individuals to challenge, any discriminatory practice observed whilst involved with individuals:
 - seeking employment
 - during any interview and selection process
 - when individuals are at work

Legislation and organisational policy and procedures

7. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when supporting individuals to access employment
8. current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information
 - health and safety
 - risk assessment and management
 - protecting individuals from danger, harm and abuse
 - enabling individuals to seek, apply for and gain employment
9. employment law generally and specifically related to the needs and circumstances of the individuals with whom you are working
10. key government initiatives which promote individuals' life chances and

employment opportunities

Theory and practice

11. how and where to access information and support that can inform your practice when supporting individuals to seek, apply for and gain employment
12. how you can access, review and evaluate information about employment and employment opportunities relevant to the needs and preferences of the individuals with whom you work
13. government reports, inquiries and research relevant to individuals seeking, applying for and gaining employment
14. theories relevant to the individuals with whom you work, about:
 - aspects of human growth and development and how these can affect, and be affected, when individuals access employment
 - employment and its benefits to the self-esteem, self-image and identity of individuals
15. how power and influence can be used and abused when individuals are seeking, applying for and gaining employment
16. social, emotional, intellectual and language development that might enhance and inhibit an individual when seeking, applying for, gaining and retaining employment
17. the effects of stress and distress caused by seeking, applying for, gaining and retaining employment
18. issues you are likely to face when:
 - individuals have to change, or have had to change, their job because of their needs and circumstances
 - supporting individuals to apply for, gain and retain employment
 - individuals fail to gain employment
 - individuals are unable to cope with the job
19. how to work in partnership with individuals, key people and those within and outside your organisation to support individuals to seek, apply for and gain employment
20. paper work that has to be completed when individuals seek, apply for, gain and retain employment
21. what is meant by employers making “reasonable adjustments” and how these would apply for the individuals with whom you work
22. the differing reasons why employers may be apprehensive or anxious when employing people with specific needs and the type support available to employers
23. the importance of ensuring the individual understands the needs of employment and any support they are receiving, including who to contact if the support is not effective