

Support After Hire

BRINGING EMPLOYMENT FIRST TO SCALE

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What does support after hire mean?

Support after hire means providing individualized assistance after a job seeker gets a job.

Why is support after hire important?

Effective support after hire strengthens independence and a sense of belonging at work, which are the basis for job retention and career advancement.

What does support after hire look like?

Support after hire starts by leveraging existing workplace supports from co-workers and supervisors (natural supports). It may include on-the-job training, problem solving, and collaboration with key players such as family and home support staff.

How do I leverage existing workplace supports?

Start with encouraging the person's participation in the orientation activities available to all employees. These include training, mentorship, supervision, and social activities.

How to engage co-workers in supporting the new employee?

Cultivate relationship-building between co-workers and the new employee. For example, eating lunch in the break room can help with getting to know the co-workers and relationship-building.

What if the new employee needs support with completing tasks?

Break the tasks down into easier-to-accomplish steps. Use pictures, checklists, videos, or apps to support the new employee with sequencing and completing tasks as independently as possible.

For how long should I check in, after hire?

Periodically check in with short visits or calls. Changes in management, staff, or assignments may trigger challenges that, if left unaddressed, could threaten job retention.

What else can I do?

A sample of employment consultants reported investing an average of 96 minutes per day providing support after hire, of which 5 minutes were spent facilitating natural supports (see chart). Is that enough? How much time do you invest in facilitating natural supports after hire? Discuss the chart with your team.

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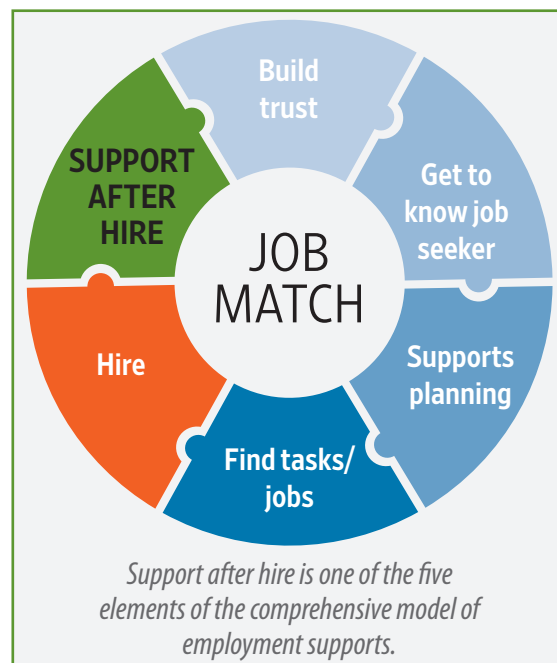
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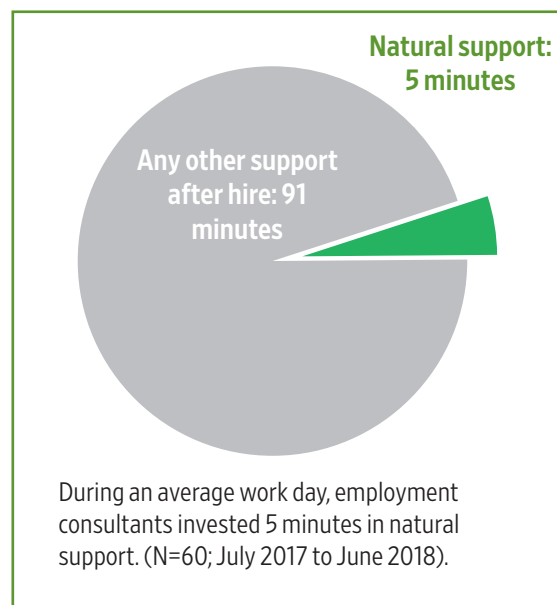


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...when we're on the job site, we don't necessarily want to jump in and be his everything. We want to kind of stand back and really allow him to develop those relationships with co-workers and the supervisor...



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