

# Supporting employment consultants in their work with job seekers.

This summary is based on Migliore, A., Butterworth, J., Lyons, O., Nye-Lengerman, K., & Foos, P. (2018). Supporting employment consultants in their work with job seekers: A longitudinal study. *Journal of Vocational Rehabilitation, 49*(3), 273-286.

## Context

Supporting employment consultants in delivering quality employment services is key for increasing job seekers' chances to find the best job matches and thus fully realize their career goals. This is essential for increasing the low employment rate of this population.

One way to support employment consultants is to provide them with tools to document their support activities so that they can reflect on adherence to evidence-based practices, set goals, and take action for quality improvement.

This paper describes the findings from 61 employment consultants who completed a pulse survey on their smartphones, daily, for one year, to document their support activities and adherence to best practice.

## Key findings

On average, employment consultants invested most of their work hours (44%, i.e. 3.5 hours/day) in either administrative activities (29%) or non-employment related activities (15%). In contrast, they invested only about 30% of their work hours (i.e. 2.4 hours/day) in supports that lead to hiring including (a) getting to know a job seeker, (b) finding jobs, and (c) any other supports before hire (Blue area in the pie chart in Figure 1).

## So what?

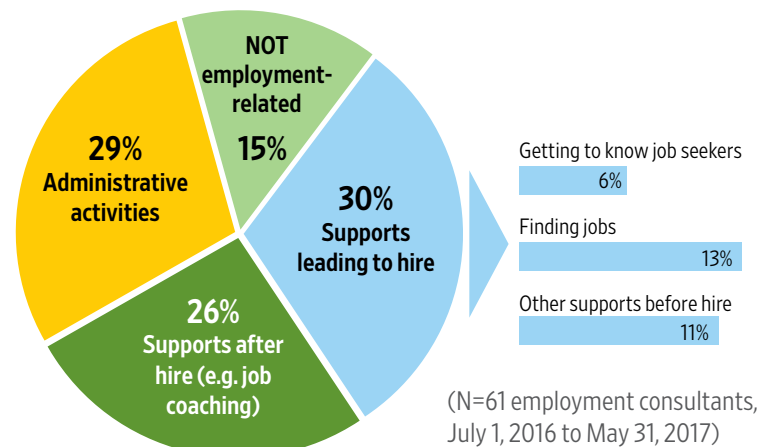
These findings highlight an urgent need for policy, practice, and research to identify and remove the roadblocks that prevent employment consultant from investing more of their time in core activities that lead to hiring.

## For more

This article explores a variety of other metrics about best practices in employment supports including involving family members and providing employment supports while in community settings rather than in the office. [Read the original article here](#) (free for APSE members) or [read a summary brief here](#).

## What's next

Since the publication of this article, we worked on refining and improving ES-Coach, a web and smartphone-based tool that helps teams of employment consultants and their managers to document the implementation of established standards of employment support, reflect, set goals, and take action for quality improvement. For more, visit [www.es-coach.org/](http://www.es-coach.org/)



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