

BUSINESS/JOB SEEKER COMPATIBILITY ANALYSIS

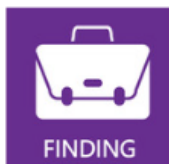


Job Seeker: Aaron Williams

Job Developer: Michael Cooper

This document has been designed to support Job Development efforts through the Customised Employment approach. Job Developers use the form to gather vital information needed to successfully support Job Seekers into a customised work role.

This document is derived from MG&A Employer Needs & Benefits Analysis, MG&A Customized Job Description, MG&A Job Analysis, and MG&A Systematic Instruction Recertification Template (3-11-22). More information and resources at <https://www.marcgold.com/>



School To Work
for Secondary Students
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A. Potential Employers

List to be prioritised by Job Seeker (with support if required)

Business Name/Contact details	Contact / Connection to business	Research prior to approaching business
1. Chambers Auto Body – Dylan Chambers	Michelle Mitchell – Michelle's brother Jason is friends with owner	Small family business, approximately 4 employees, located 10 minute bike ride from Aaron's home, open Tuesday - Saturday
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3.		
4.		
5.		
6.		
7.		

8.		
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10.		
11.		
12.		
13.		
14.		
15.		

Business / Job Seeker Compatibility Analysis

Compatibility Analysis should be conducted for each business identified in **Section A**, who demonstrate an openness to hearing more about the Job Seeker and the Customised Employment approach.

Business: Chambers Auto Body

Contact Name: Dylan Chambers

B. Job Seeker Task List

During the Customised Plan for Employment Meeting, compile a list of the person's strongest skills that would benefit an employer.

1. Engage with customers in a welcoming and polite manner
2. Maintain tidy and organised workshop
3. Ensure tools and workshop materials are stored safely
4. Assist mechanics to review maintenance checklists
5. Assist mechanics in preparing parts to be used during repairs

6. _____

7. _____

8. _____

9. _____

10. _____

The next section focuses on looking at the needs of the employer, while considering the person's tasks lists as determined in **Section B**, as well as their potential contributions and conditions for success. This process will aim to understand the business more deeply, identifying the tasks of most value to an employer while broadening the possibilities for the Job Seeker.

In each type of task, look at the setting (environment), employees and customers.

C. Business Tasks Identified as Unmet Needs

Focus on tasks that need to get done but are not getting done in the way the employer would like, or tasks that need to be done but aren't getting done at all.

1. Ground very slippery and presented as a potential safety issue. Owner acknowledged that during a car service mechanics don't have the capacity to clean the floor at the time of the spill and would only be able to tend to this task at the end of the service which would often leave the floor surface slick and slippery.

2. Paperwork piling up in office.

3. _____

4. _____

5. _____

D. Tasks Better Performed by Others

Focus on tasks being done by highly paid professionals that could be better performed by someone at entry level.

1. Preparatory tasks (checking oil/water levels, battery etc) completed by lead mechanic. Owner acknowledged that these tasks were not required to be done by the mechanic and were tasks that would be better performed by someone else.

2. _____

3. _____

4. _____

5. _____

E. Tasks of Particular Benefit to the Business (Aligning with Job Candidate's Interests and Contributions)

These are new tasks that help others do their job better. You might see the need for a task that helps reduce pressure on that area of business and in turn improves an employee or customer experience.

1. Someone to answer phones regularly. Customer returned to the shop numerous times throughout the day as her phone calls to the shop enquiring as to whether her car was ready or not went unanswered.

2. _____

3. _____

4. _____
5. _____
6. _____
7. _____

F. Brief overview of proposed Customised Job:

Consider days of week, hours per week, location of work within business, starting date, pay, role of the workplace trainer (support provided by the workplace) and the role of the Job Coach.

Days of week: Tuesday, Thursday, Friday

Hours per week: 12

Location of work within business: In the office; in the workshop

Starting date: 6 June 2023

Pay: \$27.12/hour

Name and Role of workplace trainer (support provided by workplace): Dylan Chambers (Owner and Lead Mechanic) and Brendan Chambers (Workshop Supervisor) provide Aaron with the typical orientation, training and supervision as any other new employee, while consulting with the Job Coach when needed regarding Aaron's support requirements.

Name and Role of the Job Coach: Michael Cooper to work with Brendan to address Aaron's support needs by acting as a consultant and building Brendan's capacity to effectively train and support Aaron. Aaron is to receive the same orientation, training and supervision from Brendan as any other employee would.

G. Proposed Schedule of Work

Task	Frequency / Duration	Supervisor	Workplace Trainer(s)
Welcome customers as they enter the garage	2-4x/day	Brendan Chambers	Brendan Chambers Dylan Chambers
Confirm customer's details and provide them with an information sheet	2-4x/day	Brendan Chambers	Brendan Chambers Dylan Chambers
Walk to Super Cheap Auto to purchase materials as needed	1-2x/week, about 1 hour/visit	Brendan Chambers	Brendan Chambers Dylan Chambers
Accept deliveries of car parts	1-2x/week, about 45 minutes per delivery	Brendan Chambers	Brendan Chambers Dylan Chambers
Provide mechanic with maintenance checklist and assist with completing	Daily – about 1 hour per day	Brendan Chambers	Brendan Chambers Dylan Chambers
Assist mechanics in preparing parts to be used during repairs	Daily – about 1 hour per day	Brendan Chambers	Brendan Chambers Dylan Chambers

Clean workshop floor	Twice daily – 30 minutes per clean	Brendan Chambers	Brendan Chambers Dylan Chambers
Pack workshop tools away in the correct location	Daily – 45 minutes	Brendan Chambers	Brendan Chambers Dylan Chambers
Answer phone/make telephone calls to customers	Around 10/day – 30 minutes	Brendan Chambers	Brendan Chambers Dylan Chambers

Additional notes about schedule:

Steps in gathering information to understand how supports will be provided to the Job Seeker.

H. Identifying the Ways of the business, meaning the way jobs are performed in the work setting.

Specifically, the method typically used by employees, step by step procedures, the culture of the workplace, how employees interact, managerial style and any other information that describes how employees are expected to perform their jobs and behaviour desired by the employer.

In this section, we are especially thinking about Job Seeker conditions for success learned during Discovery.

Typical step by step procedures:

All mechanics follow steps and procedures, developed through their required licensed automotive courses, training and apprenticeship.

What is the culture of the business?

Relaxed and collegial managerial style, open and honest communication between staff, supportive and encouraging environment, family business.

How does the culture of the business fit or not fit the Job Seeker?

Aaron will benefit from direct and explicit communication. He enjoys working with other men of a similar age. The more senior mechanics take on the role of mentor which will be good for Aaron.

Who are the employees and supervisors who work in the business? List names and roles within business

- Dylan Chambers – Owner and Lead Mechanic
- Brendan Chambers – Workshop Supervisor
- Oliver Smith – Motor Mechanic
- Jackson Paul – Motor Mechanic
- David Williams – Apprentice

What's the continuity of co-workers and supervisors? Refers to how long staff have been working in the business, staff turnover rates and consistency of staff work schedules

Staff turnover is low. Owner and workshop supervisor have been with the business since its inception 15 years ago. The two motor mechanics have been with the organisation for a significant period of time - 7 years and 5 years. The Apprentice is completing a SBAT and has been with the business for 18 months. He intends to obtain employment with the garage after the completion of his SBAT and the owner indicated wanting to retain the apprentice at the completion of his studies.

What's noticed about interactions between employees, with supervisors, with customers? (Does the Job Seeker have *conditions* regarding continuity, age, gender and personality of employees and supervisors?)

All young (19-48 years old) male employees. Staff all had a friendly relationship, talking all things cars, attending local race days together etc. This aligns with Aaron's conditions for success – wanting to work with other young males, desire to build a relationship with colleagues outside of work, having consistent workforce.

What are areas of particular importance to the business – for example, production, precision, quality, employee loyalty?

Attention to detail, a keen interest in the industry, a willingness to learn, good problem-solving skills with a focus on solutions, employee loyalty.

How were the methods for the Job Seeker's targeted job tasks identified?

Method was identified through observation of others performing the task in the workplace. An employee demonstrated the correct method for the task, a checklist detailing steps of the method were created and the employee was filmed doing the task to help communicate method to Aaron.

Did you notice different employees using different methods for the same task?

No – there's consistency with method.

If varied methods were noticed, how will you respond to this, and/or what will you recommend to the business?

N/A

What did you learn about written rules *and* unwritten rules?

Written rules:

Ask permission before touching another mechanic's tools, wear protective gear at all times, never smoke in the garage.

Unwritten rules:

Borrowed equipment needs to be put back in the same location, no mobile phones should be used during work hours, employees bring food items on Fridays to be shared during break times.

I. Identifying the Means of the business

This refers to teaching strategies used by the employer when a new employee starts in a role and how they are supported when they need assistance.

Here we're especially paying attention to what was learned with the Job Seeker during Discovery regarding learning and instruction.

What were the typical means that you observed or heard about?

Typical means included: perusing an instruction manual, talking through the task with the supervising mechanic, observing a demonstration and then completing the task in the presence of a supervisor.

What did you learn about new employee orientation?

The business offered a 3 day orientation program for new employees. During this time there is a large focus on the business's culture and safety. Typically, employees would then move from this orientation to observation and hands on learning under the supervision of the Workshop Supervisor.

What were the typical motivating strategies utilised to support employees? i.e. an employee rewards program. If this information is not clearly observed, ask questions of the employees and managers to determine the strategies used.

For the younger staff there are work rewards offered – if staff could demonstrate competency they would then have the opportunity to work on more detailed and complex tasks with senior mechanics. The business also has an 'employee of the month' – staff members put forward their biggest achievement during the month and compete for a new tool for their toolbox.

The Job Developer can request that the business spend time demonstrating how they train new staff. The Job Developer can then consider how these methods will suit the Job Seeker.

The Job Developer was trained by observing others performing the tasks in the workplace. Specifically watching one of the mechanics perform a task, utilising a checklist detailing the steps of the task and then supported to complete the task in the presence of a senior employee.

The Job Developer adjusted this method for Aaron by adding visual references to the checklist that was utilised by the workers.

How much information was provided at once?

Method was broken down into 3 sections – preparation, core work, finalisation. Within each section, all steps of the method were provided in the natural sequence of performance.

How did they respond to errors?

Errors were responded to quickly. The supervisor would alert the working mechanic to the problem and support the employee to complete the task correctly.

What did you find out about typical training time for this task for a new employee?

Typical training time varied from task to task. More complex tasks and core tasks took longer to complete and required more staff involvement. Episodic tasks and less complex tasks required less man power and took less time for employees to reach criterion. Staff were less concerned about the time it took to complete a task and more focused on ensuring correct performance.

Has the business already developed written step-by-step procedures (content task analyses) that accurately reflect the methods for each targeted job task?

The business has a combination of written step-by-step procedures and visual demonstration.

If not already available, then how did you proceed? Did you prepare written content steps that fit the typical method?

N/A

J. Identifying the People of the business

This refers to the people who would typically support a new employee to perform their job.

Who are the people that typically train and support new employees to perform their jobs?

Training is typically provided by the Workshop Supervisor, however other employees were seen to offer support and training too. The business culture is one that is very collaborative and as such all employees were observed to be supporting each other to perform their tasks.

How did you identify the people who typically train job tasks, as well as the people that provide new employee orientation?

Through observation of the business and conversation with various senior staff.

Who will provide support on day one of training in the role? And what will this support look like?

From day one, Aaron will be supported to complete his tasks from the natural supports within the business. Both Dylan and Brendan will oversee support. Michael, who has now moved into the role of Job Coach, will communicate with both Dylan and Brendan as to how to best support Aaron to complete his tasks. If Aaron requires more support to understand a task, Michael will be available to provide support to both Dylan and Brendan, and Aaron. Once Aaron is able to complete the task independently, Michael will reduce his support. Michael can then fade in and out with the necessary support as required.

How was the decision made regarding support needed for Day 1 and by whom? How were the roles defined?

Decisions regarding supports were made in consultation with Dylan and Brendan. Dylan and Brendan's roles are as Supervisors and Workplace Trainers. Michael's role is a Job Coach which can be described as fading in and out depending on the support that is required.