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***Missouri Division of Developmental Disabilities***

***Employment Services Toolkit***

**Tool #7 – *Job Development:* Business and Job Analysis**

**Tool purpose:** The purpose of this tool is to provide a systematic and comprehensive approach when meeting with a business to gather information and identify potential employment opportunities.

**Directions and guidance for tool use:**

1. This tool consists of a series of questions and areas of inquiry to guide job development meetings and conversations with a business and potential employer. These items can be adapted depending on the nature of the particular business. Along with a meeting, a business tour can be helpful in gathering information, spurring conversation, and identifying opportunities.
2. There are two sections to this tool.
* *Business/Employer Analysis: Areas of Inquiry* focuses on general questions about a business to explore opportunities.
* *Job/Position Analysis: Areas of Inquiry*, consists of questions for a specific job or position.

Depending on the nature of the meeting, you may use one of both sections. The general business analysis questions might also be used for an initial meeting, with the job analysis questions used at a follow-up meeting to more specifically identify and explore potential opportunities.

### **JOB SEEKER:**

### **DMH ID**:

### **EMPLOYMENT SUPPORT STAFF:**

### **AGENCY**:

### **DATE OF BUSINESS CONTACT/VISIT:**

Business/Employer Analysis: Areas of Inquiry

1. Name of business
2. Type of business
3. How connection/introduction to business occurred
4. Company history
5. # of employees
6. Size of the company and locations
7. Business mission
8. What is the key to success in your business?
9. What are areas of growth for your business?
10. What is the biggest challenge of your business?
11. What are future business plans?
12. Types of jobs/positions in the business
13. Key skills for these positions
14. Flexibility of job descriptions
15. Are there tasks employees never get to or never finish?
16. Are there areas where you would like to expand your business if you had the resources?
17. How frequently do you have job openings?
18. How many open positions do you typically have?
19. What is your turnover rate?
20. What positions are most difficult to fill?
21. What are the biggest challenges in recruitment of employees?
22. Description of the work culture (formal/informal, people work in teams/independently, etc.)
23. Describe what makes a successful employee.
24. What challenges have you seen that impact employee success?
25. How are new employees oriented and trained?
26. Are there opportunities for training and advancement?
27. What level of supervision do employees receive?
28. What level of independence/self-initiation is required?
29. Do people work different shifts (full-time and part-time)?
30. What percentage of employees work full-time vs. part-time?
31. What are the business hours?
32. What are the hours of employee shifts?
33. Do you have seasonal variations in staff/seasonal layoffs?
34. What is your busiest time/season/day?
35. Transportation options: what options are available for people to get to work?
36. Are you a federal contractor? (Federal contractors have a goal of 7% employees with disabilities.)
37. Experience with workers with disabilities. (This presumes disclosure regarding the individuals you are working with.)
38. Experience with other employment agencies/programs serving people with disabilities and other populations. What kinds of supports were helpful? What was missing or would have been helpful?
39. Are there other companies you know of that may have potential opportunities?

Job/Position Analysis: Areas of Inquiry

The following are areas for analysis of specific jobs and positions within a business to help determine if the position is a good match for the job seeker, and to identify how the position can potentially be modified/customized.

1. Position
2. Days and hours of position
3. Rate of pay
4. Summary of tasks
5. Dress requirements/uniform
6. Hygiene requirements
7. Tools used
8. Materials used
9. Safety requirements
10. Description of environment (indoor/outdoor, temperature, noise level, etc.)
11. Complexity of tasks (simple, moderate, highly complex)
12. Routine nature of tasks (performs same tasks repeatedly, tasks vary significantly throughout the workday)
13. Level of daily routine (same daily routine/daily routine varies)
14. Noise level (quiet, moderate, loud)
15. Lifting and carrying requirements (none, less than 10 lbs., 10-20 lbs., 30-40 lbs., 50+ lbs.)
16. Level of orientation required (small work area, several rooms, building wide, building and grounds)
17. Pace of work required (fast, moderate, slow)
18. Supervisor presence (little to none, sporadic check-ins, continuous)
19. Style of supervision
20. Co-worker presence (none, in nearby work area, in same work area)
21. Working solo or as part of team (completely solo, occasional tasks with others, tasks performed continuously with co-worker/as part of team)
22. Level of self-initiation/self-management required (none, occasional, moderate, continuous). Initial self-initiation/self-management required at start of job vs. long-term
23. Expectation skill/competency required when starting position (immediate or built over time)
24. Reading skills required (none, sight words/symbols, simple reading, fluent reading)
25. Writing skills required (none, simple words, short sentences, narratives)
26. Math skills required (none, simple counting, simple addition/subtraction, computational skills)
27. Verbal communication requirements (none, occasional words, full sentences, full conversation), with fellow staff, customers, etc.
28. Technology used to perform job tasks
29. Keyboard skills required (none, rudimentary/basic, touch typing)
30. Technology skills required (none, use of handheld device, computer, etc.)
31. Possible accommodations/use of assistive technology. Note accommodations/assistive technology currently in use/readily available.

Amount of time spent providing this service (including preparation, coordination, meetings, service delivery, and documentation):

Hours: Minutes: