

# Host Site Manual



**B.E.S.T.**

BRIDGE TO EMPLOYMENT IN  
SERVICE AND TOURISM

## **What does B.E.S.T. Program offer Interns?**

- An environment that embraces diversity and demonstrates a strong commitment to the program.
- A professional work environment that teaches transferable skills and marketable skills
- An opportunity to be immersed in a real life work environment, to build a resume for future job placement
- Mentors/co-workers to assist with training and feedback.

## **What does B.E.S.T. offer to Employers?**

- Demonstrates to the management and personnel that they embrace diversity and equal opportunities.
- Interns serve as great role models to all.
- Interns complete work assignments that support Host Site services.
- No cost: there are no required costs to the Host Site for B.E.S.T. as the program is funded by the State of Tennessee Vocational Rehabilitation Services, Department of Intellectual and Developmental Disabilities or Managed Care Organizations.

## **How do I host a Work-Site Rotation?**

Work-site rotations, and departments, are an integral part of the B.E.S.T. program. These rotations sites promote valuable skill building for the intern and an opportunity for managers to preview the intern's skills as they consider employment. The ultimate goal upon graduation is employment at a host business or in the community.

### **Steps:**

1. Contact Scot Bellavia [instructor@bestknoxville.org](mailto:instructor@bestknoxville.org) to express your desire to be involved. He will explain the process and give an overview of the program
2. A member(s) of the B.E.S.T. team will visit the department to introduce the program and assess the work available for the intern.
3. A member(s) of the B.E.S.T. team will match intern skill set to job assessment and communicate a start date as well as logistical details to the host department supervisor.
4. A member(s) of the B.E.S.T. team will help with coordination of:
  - Interns along with their Job Coach participate in a "mock" interview
  - Interns participate at the worksite with the support of the job coach/coordinator
  - Interns are evaluated by the job coach and the supervisor during the rotation.
  - Supervisors will go over the evaluation or performance review with the intern on the last day of the rotation.

## What is the B.E.S.T. Internship Schedule?

### Intern's Day at a Glance

8:00-8:30 Prep for day with Instructors/ Job Coaches

8:30 – 11:00 Participate in Work Site Internship Duties

11:00-12:00 Lunch

12:30 to 2:30 Participate in Work Site Internship Duties

2:30-3:30-Debrief/Classroom instruction

- **8:00 Arrival and Prep:** Interns check in with instructor and job coaches to review the plan for the day, and address any top of the morning needs, reminders or questions to be addressed.
- **8:30 – 11:00 Internship Sites:** Interns participate in non-paid internship sites throughout the host business. Interns will be assigned to two to three different rotation sites during the internship.
- **11:00 – 12:00pm Lunch:** Interns may purchase a lunch or pack a lunch. They are encouraged to have lunch whenever and wherever their co-workers at the internship sites eat. However, interns must check-in with their job coach or site supervisor before and after lunch each day. We also ask that interns not leave the host site without a job coach unless it has been prearranged and approved.
- **12:00 – 2:30:** Interns return to their assigned internship sites
- **2:30-3:30pm Classroom Instruction/Debrief:** Students return to classroom, lessons are based on employability skills and workplace skills, i.e., problem solving, team work, decision making, resume writing, reflection/planning, applications etc.

## **What are the Roles & Responsibilities of program participants?**

### **Employer Liaison**

- Markets the program internally
- Give preliminary information about B.E.S.T.
  - Breakthrough/B.E.S.T. provides follow up information as requested
- Coordinates training space as needed, such as office and computer use
- Seeks departments to host internship sites
- Introduces B.E.S.T. staff to other key departments
- Works with internship managers to identify a department mentor to the intern
- Introduces job coaches and instructors to departments
- Negotiates hiring opportunities
- Networks with businesses for employment opportunities based on skills learned
- Market successful internships and outcomes
- Serve on the B.E.S.T. Advisory Council or Steering Committee–
  - (Committee of all the partners of B.E.S.T.)
- Host tours of B.E.S.T. (as appropriate)

### **HOST SITE Sponsor – The person who invited B.E.S.T. into your department.**

- Volunteer department for internship site
- Identify tasks that build core skills, works with team to develop job description
- Allow instructor and coach to observe
- Choose an Intern Supervisor

### **HOST SITE Supervisor**

- Provides supervision to the intern (possibly shared with peer mentor)
- Gives constructive feedback/evaluations
- Provides natural support
- Works with the peer mentor, job coach, instructor to address areas of additional skill development
- Gives exit interview and evaluation
- Writes letter of recommendation if requested and appropriate
- Provide instructor with employment suggestions
- Market successful internships and outcomes internally at host site
- Advocates for hiring in open positions when appropriate

### **HOST SITE Co- Workers or Mentors:**

- Provides on-the-job support as needed
- Answers questions/assists with problem solving
- Assist with orientation/mandatory education on safety, etc.
- Assists with assimilation into the work environment
- Notifies manager/supervisor and job coach of any concerns or issues
- Suggest new skills as intern masters essential functions/core skills

## **What are the Roles & Responsibilities of program participants? cont.**

### **Job Coach**

- Conducts Job/Task Analysis of the worksites during internships and if or when the intern is hired by a host site.
- Teaches the essential tasks of the internship and reinforces employability skills.
- Provides support to the intern during internships to understand the job and duties.
- Develops tools or suggests modifications of tasks as needed (label cabinets, simplifies written instructions, etc.).
- Attends orientation with the Intern and clarifies information with the intern as necessary.
- Regularly discusses issues and concerns with department supervisor.
- Supports interns during interviews, resume development and classroom activity.
- Reinforces and reviews behavior and performance consistent with the host site policies and procedures.
- Assists with travel training or other pre-program needs.
- Evaluates and gives feedback to intern on skill acquisition

### **B.E.S.T. Coordinator**

- Schedules introductory meeting with department to discuss possible intern duties.
- Observes department work
- Identifies core skills and essential functions for the intern to learn
- Assess interns interest, skills and values
- Provides employer education as requested. For Example:
  - Disability information
  - Supervision strategies
- Development and implements curriculum for employability skills, interview training
- Provides classroom instruction during orientation, breaks between rotations etc.
- Acts as the onsite liaison for any intern related issues and problem solving
- Coordinates all logistics and ongoing contact with host departments
- AND acts as a job coach to some of the interns

### **B.E.S.T. Intern**

- Interview for position
- Notify Job Coach & Supervisor about absences and tardiness
- Follows rules/regulations at host business, including code of contact, dress code, etc.
- Attends debriefing meetings Monday-Friday from 2:00-3:00pm (unless otherwise noted)
- Receives continuous feedback and assessment
- Participate in exit interview with Supervisor and Job Coach
- Write Thank You letter
- Update Portfolio and resume
- Apply for and secure employment following internship

## **What are the Roles & Responsibilities of program participants? cont.**

### **Community Employment Coordinator**

- Works with community employers to develop B.E.S.T. Host Sites
- Works with intern/team to explore competitive employment based on individual needs.
- Works with B.E.S.T. team to create internal and external marketing for business and community such as “lunch and learn” events, newsletter articles, and outreach and recruitment efforts.
- Provides overall support for B.E.S.T. Program and available to assist Host Site management and staff with concerns or information.
- Obtains necessary funding and referral for interns.
- Supervises and provides staff development for B.E.S.T. Coordinator/Job Coaches.
- Develops marketing materials for program.
- Assists with recruitment, screening and intake of B.E.S.T. interns.
- Obtains intern eligibility for State Department Vocational Rehabilitation.
- Provides support to B.E.S.T. team during Job Development.
- Supports B.E.S.T. Job Coaches on individual service plans and career plans.

## **What occurs after Graduation?**

The goals of the B.E.S.T. Program include:

- Career Exploration
- Participation in employability skills curriculum
- Documentation of skills and knowledge in a portfolio
- Job Placement in an entry-level job matching their skill set, interests, and training

### **Steps:**

1. Interns complete the B.E.S.T. Program.
2. Interns receive a Certificate of Completion.
3. Interns receive a B.E.S.T. Career Passport (portfolio of work-site rotation evaluations, work-site manager letters of recommendation, updated resume, etc.).
4. Interns receive a Summary of Performance document (List of gained competencies) outlining skills gained and services needed for successful transition from intern to employment.
5. Once a job is secured, a Circle of Support (COS) meeting is held to clarify roles & responsibilities as the intern changes from the B.E.S.T. Internship Program to B.E.S.T. Supported Employment.
6. NOTE: It is possible for a work-site rotation manager to hire an intern while they are in the program.

## **What is the Process to Hire a B.E.S.T. Grad?**

### **Steps**

1. Inform B.E.S.T. staff that you are interested in hiring an intern, and we'll provide support and information to support both you and your new employee.
2. Interns will preview and apply for positions offered, completing all necessary steps as specified by assigned manager.
3. The B.E.S.T. Job Coach will assist the intern with applying for jobs, preparing for interviews and will attend the interview with the intern (optional).
4. The intern is offered and accepts the job.
5. Manager would provide all on-boarding information as with any new employee including providing a job description, job expectations and goals.
6. B.E.S.T. Job Coaches will provide on-going job coaching support and the new employee will exit the B.E.S.T. Internship Program while continuing to receive support through Breakthrough/ Vocational Rehabilitation Services.

## **Tips for Communicating with People with Disabilities:**

Some argue that the single, greatest barrier to persons with disabilities participating in society is the attitude of the public (Lautenschlager, 1992). Many agree, and argue that one of the most important aspects of educating people about those with disabilities is how to interact with members of this population (U.S. Department of Education, 2003; Walcott, 2000; Understanding Disabilities Creating Opportunities, 2003; National Organization on Disability, 2001). People who are experienced in this respect offer the following suggestions;

- Don't be afraid to ask people about their needs or accommodations
- Be non-judgmental
- Seek to help not to perform their tasks
- Speak directly to the individual
- Offer to shake hands when introduced, people with limited hand use can usually shake hands and offering the left hand is an acceptable greeting
- Treat people as an adult
- Assume competency
- Focus on the individual not their disability
- When conversing with someone in a wheelchair for longer than a few moments, attempt to sit down in order to see one another at eye level
- Listen attentively when talking with people who have difficulty speaking. If necessary, ask short questions that require short answers. Never pretend to understand, instead repeat what you have understood and allow the person to respond
- Many people with intellectual disabilities may say they understand an instruction when they may not – it is a good idea to ask them if they understand, or watch them demonstrate the activity for the first time.
- Don't be fearful of making a mistake when interacting so much so, that you avoid attempting to communicate at all





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