Consideration on the action of staff in a difficult situation in employment support service for people with disabilities

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1.LITALICO profile

2. Introduction

There is daytime service which had for its object to be employed by 1 over the human services for people with an obstacle in an ordinary business office in Japan. For the limited period of two years, training for vocational skills and support for seeking employment are provided, and after employment, support for adaptation at the workplace will also be provided.

Aizawa (2007) claims that in order to maintain the working career, not only the competence and greetings of work but also emotional control, money management, leisure activity, and health management are necessary. Considering the those necessary matters, the needs of users at employment support service are diverse and complicated.

However, many staff of employment support service feel difficulties since there are no theorized interventions to deal with such diverse and complicate needs..Nevertheless, according to Wakabayashi (2009), in previous studies on Japanese employment support, introduction about support cases and programs, survey on employment situation, opinion statement on systems and experts etc. are mainly focused.

Also, in terms of difficulty of employment support, there are some studies (disabled vocational center, 2014) focusing on employment difficulties of service users, but no research reveals the difficulty of staff.

Company which I am working for, operating 63 job support service offices throughout Japan ,has established a case consultation desk for staff. When the staff consults difficult cases We had, experienced staff will conduct a case conference with the staff who requested the consultation at the site. Every contents of consultation and case conference are recorded, and we had 50 difficult cases during the period from April 2013 to January 2017.

In order to clarify in what situations the staff feels difficulty, we analyzed the consultation records using KJ method. As a result, various factors concerning the difficulty felt by staff were extracted and classified into the following three categories. (2017. Tsuneyoshi et al)
1.Difficulty of making a support plan
2. Difficulty of action to inappropriate behavior, etc.
3. Difficulty of using the social resources
Therefore, in this research, we will clarify how employment support service staff action to the difficult situations shown in previous research. Then consider the theory, training program and support necessary for the staff.

3. method

Research method
We randomly extracted 100 people from the staff who worked in the employment support service to which the author belongs and sent a questionnaire. We conducted an anonymous survey on the web, only for those who consented to research content.

Questionnaire item
On the response to the three difficult situations shown in previous research , by showing examples of tangible scenes, asked the feelings at that time, their attitudes towards members, with free description with itemized figure .

Analysis target
We got responses from 53 people and analyzed them.

Analysis method
Three experts of employment support two social workers and one clinical psychologist experts analyzed the free description of using the KJ method, classified the results of the questionnaire, organized the items, examined and corrected the data obtained later. Finally , 30 items in 8 categories were extracted.

4.result

The results are shown in Table 1

Table1: List of action of staff in difficult scenes

Problem solving	Involve actively and respond carefully
	Devise a way to communicate so that users can understand
Persuasion	Clearly show what staff can and can not do.
	Directly show the user of the problem of the person
	In order to connect to social resources, users may also be improved
	Keep telling the user until can understand
Acceptance	Accept, nestle close and concern.
	Create a trust the user first
	Make an environment where users can feel secure
	Accept the user's feelings
Utilization of social resources	Cooperate with social resources
	Consult with people for social resources connected by users.
	Discuss with family of users
Avoiding correspondence	It is difficult to actively involve
	Corresponds to other users as it is
	Employment is still early, so connect to other social resources
	Anyway, I will have you find a job
Generation of intervention hypothesis	Organize information and analyze the situation
	Listen to the user's story once more
	Observe the behavior of the user once again
	Discuss with the user what to do
	Determine priority action and think about goals that are easier to achieve
	Search social resources with users
reflection	I try to respond with calm.
	Do not rush, try to respond without becoming frantic
	I will try not to give up but to positively consider support plan
Team support	Discuss the staff of the team
	Cooperate in all of the team
	Try to solve without getting support
	Asking with someone about how to support

5.Consideration

Important keywords in social work such as accepting , utilization of social resources, team support, etc. have extracted but it is difficult to involve actively. Judged as Job is still early", etc.and the role of the business establishment is given up.,There was also an avoidance response. In addition, there were answers that it was difficult to show that they were engaged in solving problems for people with needs the users, such as trying to persuade users by words. From those points, it is necessary for us to acceptively action, that staff should not give up, while thinking while reflecting, on the other hand it can be said there is no concrete means, giving up involving, becoming avoid . It can be said that in the future, research on the theory about specific intervention is required.

Document
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