

What makes an effective employment consultant

A review of the evidence



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Research question

Are there attributes, that we can identify and measure, that distinguish higher performers from lower performers?

Distinguishing behaviours of higher performers

1

Establishes a working alliance with everyone on their caseload

2

Secures jobs that align with the desires and preferences of participants

3

Develops participants' job search skills

4

Provides employment assistance in the workplace and supports employers

5

Develops a network of employers

6

Build effective working relationships with a range of stakeholders

7

Puts in extra effort to address participants' employment assistance needs and barriers

8

Effectively manages a caseload of participants

Establishes a good working alliance

**“You know when you do a job search,
it is you and me looking.” (EC)**

Sources: Catty et al., 2008; Corbière et al., 2014; **Glover & Frounfelker, 2013;**
Poremski et al., 2016; Tilson & Simonsen, 2013

Develops participants' job search skills

**“I feel there is a shift in power, to my advantage.”
(participant)**

Develops a network of employers

“I actually enjoy cold-calling in person. I probably find it the most enjoyable part aspect of my role...

I enjoy talking to people and getting to know employers in the community.” (EC)

Puts in extra effort, to address barriers

“I believe in each person’s potential (EC)

Sources: Coursey et al., 2000; Glover & Frounfelker, 2013; King & Waghorn, 2018; McGurk & Mueser, 2006; **Tilson & Simonsen, 2013**

**So what does all these mean for recruiting
ECs and developing the workforce?**

Ngā mihi nui ki a koutou

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