



dachverband
berufliche integration
austria
ZVR: 339907988

1. Arbeitsassistentz „Job assistance“

1.1. What is Arbeitsassistentz?

Arbeitsassistentz (AASS) is a service enshrined in the Behinderteneinstellungsgesetz (BEinstG) (Act on Hiring Disabled Persons) since 1994. The core mission of Arbeitsassistentz is the counseling and guidance of people with disabilities/illnesses to ensure that they attain and secure a place of employment. The services offered by Arbeitsassistentz are directed towards persons suffering from disabilities/illnesses, towards businesses and their employees and are provided free of charge.

Guidance through Arbeitsassistentz consists of providing assistance to disabled/ill persons as they cope with the instrumental, cognitive and socio-emotional demands they face daily in their professional and social lives. Depending on their individual situations, one or several areas of concern can be at the center of the guiding process and a holistic approach is a key feature.

The function of a networker liaising with businesses, social and medical service providers, various authorities, fund granting organizations and other cooperative partners forms an important component of Arbeitsassistentz support services.

1.2. Arbeitsassistentz 's Target Groups

The offer of Arbeitsassistentz services is aimed at people with disabilities/illnesses as well as at the businesses and enterprises that employ these people, i.e. that are prepared to give them employment.

Basically people who are in danger of losing their employment on account of their disability/illness or who need support in finding employment can turn to Arbeitsassistenz

- ⇒ Persons of employable age with emotional, physical or mental challenges, or who suffer from impaired senses or multiple disabilities/illnesses.
- ⇒ Youths and young adults up to the age of 24 with special educational needs, once they complete the compulsory school attendance period.

An exact definition of the target group can be found in § 6 section 3 lit. of the BEinstG.

1.3. Goals and Tasks of Arbeitsassistenz

- ⇒ Providing assistance in securing places of work
- ⇒ Providing support in the job search; supervision/guidance with the transition from school to work (no job coaching)
- ⇒ Clarification of professional perspectives, information and counseling regarding professional alternatives
- ⇒ Working out constructive solutions and helping with crisis management
- ⇒ Counseling and guidance with measures that primarily serve to secure long-range professional (re)integration, physical (re)habilitation and/or establishing a livelihood

1.4. Arbeitsassistenz 's Offers to Businesses

- ⇒ Information about the legal and financial conditions encountered when employing people with disabilities/illnesses
- ⇒ Consultation regarding the implications of disabilities/illnesses in the workplace and health promoting measures
- ⇒ Speedy and unbureaucratic assistance with crisis management and with arriving at constructive solutions
- ⇒ Assistance with the individual design of the place of work
- ⇒ Support with the search for and employment of eligible employees from our target group

1.5. Case Study

Mrs. H. is 40 years old and has turned to Arbeitsassistenz to find help with her job search. She had finished her formal education by graduating from a special needs school and had found employment in a large industrial firm near her place of residence. She could easily commute from her parents'

house every day by using public transportation. Mrs. H. worked there for more than 15 years. After some corporate restructuring, Mrs. H. lost her employment and has not been able to find a new position.

The employment assistant assigned to her case began by analyzing the situation together with Mrs. H.: Mrs. H. would like to continue living with her parents and depends on public transportation. Consistency in her hours of work and a certain routine in her tasks and work procedures are important factors. Mrs. H. can and wants to work full-time as long as she is given the opportunity to determine when she takes her breaks. What she would like best would be another office job. However, she experiences considerable anxiety with the idea of having to deal with a new supervisor and new coworkers. She is quite limited with her mobility due to her amputated leg. Since she has little experience with job applications, the employment assistant helps her prepare the documents necessary for applying and the conversations she may enter into during the interview process. With the employment assistant's mediation, Mrs. H. is able to enter into practical training in a business in the nearest city. The employment assistant also suggests to the personnel manager the possibility of providing some financial assistance to Mrs. H. while she is absolving her practical training, should she be hired. During the training course it becomes apparent that Mrs. H. cannot be employed in this particular department of the firm, but Mrs. H. receives an offer to start work in a different department. She goes through a few more discovery days and subsequently begins working in her new position and continues to receive support from Arbeitsassistentenz during her period of adjustment.