Module 8
Live Session

The case of John

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John is 24 years old and has an intellectual disability. During the Discovery phase, several strengths and support needs were identified. John is motivated to work and learn, can follow routines once they are learned, and has basic social skills for interacting with colleagues and supervisors. He enjoys practical and hands-on tasks and can travel independently by public transport. He prefers to work part-time during the morning.

John has some difficulty retaining complex information and learns more easily through observation and practical demonstrations than through verbal explanations alone. He benefits from tasks being broken down into simple and concrete steps, as well as from visual aids, checklists, and audio-visual materials. Repetition helps him consolidate learning, and frequent positive reinforcement helps him build confidence.

A supermarket has agreed to provide John with a personalised workstation adapted to his characteristics. The workstation has already been designed and prepared as a replacement assistant position, with tasks and responsibilities adapted to John's strengths and support needs.

John’s main responsibilities include supporting different areas of the supermarket when needed, carrying out practical tasks, following established routines, and helping with basic stock and shop-floor activities. His tasks may vary depending on the needs of the supermarket, so it is important that he has clear instructions and appropriate support when routines or tasks change.

The workplace includes a supervisor and several colleagues who can provide support as part of their normal work. The Employment Specialist will initially provide professional support to help John learn his tasks, develop confidence, and adapt to the workplace.

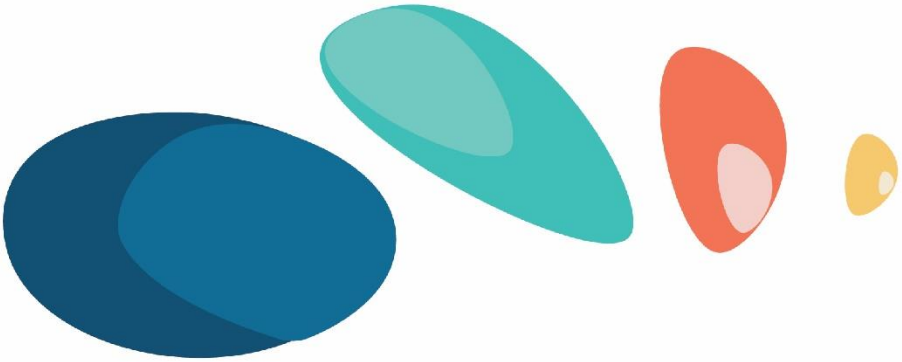
At this stage, the workstation is ready and John is about to start his employment. The next step is to design an ongoing support plan that will help him learn and perform his tasks, become increasingly independent, and maintain his employment over time.

Activity

Design John’s ongoing support plan, addressing the following aspects:

- The tasks and areas where support may be needed.
- Natural supports available in the workplace.
- Strategies for systematic instruction and learning.
- The role and frequency of professional support.

- How support can gradually be reduced as the individual becomes more independent.
- Possible challenges and contingency strategies.



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