

# CAREER PROGRESSION ROAD MAP

## CAREER RESOURCES

Numerous resources exist at Lifeworks to help guide your career journey. The Road map packages all our career development tools, information, and programs into one convenient location.

JOB OPPORTUNITIES	DISCOVERY	ACTIONS
CAREERS AT LIFEWORKS	DEVELOPMENT DIALOGUE	FORMAL AND INFORMAL TRAINING
JOB DESCRIPTIONS	SELF-ASSESSMENT	CORNERSTONE
SPECIAL PROJECTS & ASSIGNMENTS	JOB SHADOWING	TUITION REIMBURSEMENT

## CAREER CONCEPTS

The concepts below represent the foundation of the Lifeworks philosophy in support of employee development and career enrichment. We are deeply committed to helping employees realize their full potential and reach their career goals.

### LIVING THE MISSION & VALUES

For more than 50 years, Lifeworks Services has served our community and people with disabilities as we live and work together. Lifeworks staff members pride themselves on their strong commitment to support individuals with disabilities to achieve their personal goals and live self-directed, integrated lives. We do this by demonstrating our core values on a daily basis, guiding our decisions and work behaviors. A key factor in navigating a successful career at Lifeworks is demonstrating the core values of integrity, respect, empowerment, collaboration, innovation, and accountability. Being a respectful, collaborative team member that consistently follows through on personal commitments is a great foundation for living the values.

### YOU ARE IN THE “DRIVER’S SEAT”

The philosophy at Lifeworks is that the individual is in charge of their own learning and development and ultimately, their own career path.

Managers and human resources play a key enabling role in providing feedback, tools, and organizational knowledge, but the individual employee must determine where they want to take their career and how they want to get there.

### “70-20-10” DEVELOPMENT

A development model used to describe optimal sources of learning by successful employees. It holds that individuals obtain 70 percent of their knowledge from job-related experiences, 20 percent from interactions with others, and 10 percent from formal educational events.

The model emphasizes hands-on experience as the most beneficial learning element for employees because it enables them to discover and refine their job-related skills, make decisions, address challenges, and interact with experienced colleagues within work settings. They also learn from their mistakes and receive immediate feedback on their performance.

### UP IS NOT THE ONLY WAY!

Up is not the only way to enhance your career experience. Lifeworks employs 120 direct care professionals who work with individuals with disabilities and nearly 70 administrative employees in areas like accounting, human resources, marketing, and over a dozen leaders including program supervisors, site managers, directors, and vice presidents.

Several current employees started their careers in program as a direct care professional, but followed their passion to the administrative side of our operation and are continuing their careers in a variety of functional areas.

## CAREER PROGRESSION

As we progress through the various stages of our work career, we are presented with different challenges and rewards. The career segments below attempt to capture some of the broad characteristics of each stage. Keep in mind these are generalizations and your personal experiences may be very different from the descriptions below, and that is perfectly fine. No “one-size-fits-all” when it comes to career paths.

### EARLY CAREER

From a pure numbers standpoint, the most popular entry point to our organization is the role of service specialist providing direct care support to individuals with disabilities.

As with any new hire to Lifeworks, you’re provided an on-boarding plan and job description by your supervisor. These documents outline many of the necessary skills and knowledge you’ll need to demonstrate in order to perform your job. At your 60-day mark, you’ll meet with an HR representative to ensure your on-boarding is on track.

A natural progression is to move to a service facilitator role that involves case management. Lateral opportunities may also present themselves within the administrative functions.

Early in your career can be a perfect time to utilize the self-assessment tools along with supervisor feedback from a developmental dialogue to establish preliminary career goals. An effective career strategy is to become more valuable by identifying what competencies are going to be needed in the future by Lifeworks. For example with the ever increasing emphasis on community integration we need people who possess effective networking skills that can build productive relationships with a diverse set of community stakeholders. Proficiency in multiple languages also helps support our diverse customer base. Another example is the on-going, critical role technology plays in our success. By being an early adopter to new technologies and displaying the willingness to learn new systems you position yourself for new roles.

At this stage of your career it can be advantageous to identify a mentor. Mentors serve as trusted advisors who offer support in a number of areas, such as career planning and job enrichment suggestions. Reach out to HR should you want a mentor.

Learning as much about all the services Lifeworks provides (fiscal, employment, and day services) makes a person more versatile and valuable to the organization. Job shadowing is a good way to gain insight into parts of Lifeworks you’re not familiar with.

For those interested in leading others, securing a team lead position and going through the associated training is a great foundation for future roles in supervision.

### MID-CAREER

Mid-career opportunities generally involve individuals exercising a specific expertise acquired through formal education and/or relevant work experience.

In addition to individual contributor roles, some individuals seek opportunities to exert greater influence on the organization by managing others. Program supervisor and site manager are natural progression steps for individuals that want to assume leadership positions within program services.

However, individual contributor roles such as career placement counselor, service coordinator, music therapist and service navigator allow for growth opportunities in program without having to manage others. Opportunities also exist in administration, such as: training coordinator, business data analyst, and transportation supervisor.

As you continue on your career path, it helps to have a clear target of what success looks like. The most important thing to realize is that one size doesn’t fit all. Your career direction and goals may be very different from others and that is to be expected. Not everyone wants to lead people, not everyone wants to work a second shift, etc. Your goals should be based upon your interests, education/training, personal traits, skills, values, life balance, and your personal/family needs.

It is important to reflect at least once a year on your personal development plan to assess and react to any changes that may have occurred in your professional and/or personal lives that would alter your career target.

It is important to note that a significant number of mid-career opportunities involve individuals possessing a specific expertise acquired typically through formal education or training. If appropriate, research alternative education programs in the community that cater to working individuals. Those schools usually offer greater flexibility to accommodate work schedules. The Lifeworks tuition reimbursement program is a strong benefit to assist you with the costs of job relevant college courses.

Special projects are also an effective way to develop and exercise new skills. Volunteering for a project team can provide an opportunity to stretch yourself beyond your comfort zone, leading to personal growth.

### ADVANCED CAREER

Advanced career opportunities have a significant impact on the results of the organization and require extensive relevant work experience (minimum of 10 years) along with formal education. An advanced college degree is highly desirable with many of the roles in this category.

Examples in this category include leadership positions that oversee a major service line or functional department.

Another option exists for individuals who are reaching the end of their careers to continue to contribute to the success of Lifeworks through “phased-retirement” opportunities consisting of flexible, part-time work arrangements that require less than 25 hours of work per week. A reduced work schedule at this time of your career may better fit your work/life balance goals.

At this career stage you have acquired a significant amount of expertise and knowledge of our industry, the Lifeworks organization and your assigned responsibilities. Look for opportunities to share your collective knowledge as a mentor to less experienced individuals. It is beneficial on two accounts; one you facilitate the transfer of knowledge that builds organizational capacity but also by mentoring others you are honing your leadership skills. Reach out to Human Resources if you desire to be a mentor. HR can provide training and potential mentee matches.

If phased retirement options potentially interest you, reach out to your immediate manager and have an exploratory discussion during your annual review cycle.

Leveraging your expertise and knowledge by presenting at professional associations and/or industry-wide conferences is a good way to help Lifeworks remain the industry leader and positively influence disability programs and policies across the state.

Once you have determined that you want to be considered for a phased-retirement opportunity, collaborate with Human Resources to see what part-time opportunities might exist that would continue to leverage your skills and experience.

JOB OPPORTUNITIES

DISCOVERY

ACTIONS