

### CATEGORIES OF RECOGNITION

No	Categories of Recognition	Description of the categories
1	INNOVATION RECOGNITION AWARD	Creation of an innovative technology, product or service which has led to improvements in services or products.
2	TRANSFORMATION RECOGNITION AWARD	A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organization.
3	CUSTOMER SERVICE RECOGNITION AWARD	Organizations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4	STRATEGIC COMMUNICATION RECOGNITION AWARD	Organizations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.
5	INFORMATION TECHNOLOGY RECOGNITION AWARD	Organizations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organizational outcomes and performance.
6	INSURANCE COVERAGE RECOGNITION AWARD	Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.
7	FINANCIAL LITERACY RECOGNITION AWARD	Organizations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.

### WRITE UP TEMPLATE

CATEGORY	:	INNOVATION RECOGNITION AWARD
ORGANIZATION	:	SOCIAL SECURITY ORGANISATION (SOCSO) MALAYSIA
CONTACT PERSON	:	<p>Name : Gayathri Vadivel Contact Number : 012 604 4467</p> <p>Name : Roshaimi Mat Rosely Contact Number : 012 606 1024</p>
NAME OF PROJECT	:	SOCISO's JOB PLACEMENT AND EMPLOYMENT SUPPORT SERVICES (JESS)
OBJECTIVE AND NATURE OF PROJECT	:	<p><b>Nature of Programme</b></p> <p>The employment of persons with disabilities in Malaysia is very much in the infancy stage. There is still a stigma among employers causing workers to lose employment after having a significant injury or acquired an illness. Some of the factors contributing to the stigma include the anxiety of how to manage persons with disabilities once they return to work, having to cover further medical-related costs, etc. Other challenges include the management of the perceptions of co-workers, superiors and others, the provision of adequate support in enabling workers with disabilities to work effectively, the provision of suitable jobs and retaining persons with disabilities at the workplace.</p> <p>Without any legislative quota on the employment of persons with disabilities in Malaysia, it is a great challenge to convince employers to consider hiring this untapped pool of talent as a source of labour. While there are many agencies providing job placement services, heavy reliance is placed merely on job matching websites which does not include support services such as individualised placement support, an ineffective method in the placement of workers with disabilities.</p> <p>Hence SOCSO introduced the Job Placement &amp; Employment Support Services (JESS) in 2008, a component within the Return to Work Programme which offers comprehensive physical and vocational rehabilitation to employees insured by SOCSO suffering from injuries or invalidities, with the objective of enabling them to return to work. The programme is the first to provide Job Placement &amp; Employment Support Services for workers with disabilities, based on the case management and individualised placement approach which includes facilitating persons with disabilities through interviews, organising job fairs, providing job coach (direct support at the workplace), besides conducting awareness and employability programme such as Disability Equality Training Programmes for employers and employees. An average of 20% (4477)</p>

	<p>workers with disabilities who enrolled in the Return to Work Programme (22389) has benefited from JESS.</p> <p><b>Objective</b></p> <p>The JESS objective is to facilitate employees with employment injuries or illnesses under the Return to Work Programme who are unable to return to their previous employers to be given employment opportunities and facilitated into gainful employment.</p> <p>More specifically, the programme aims to:</p> <ol style="list-style-type: none"> <li>1) Increase employment prospects through individualised placement support which utilises the case management, biopsychosocial and multi-disciplinary approaches.</li> <li>2) Increase employability of workers with disabilities by providing support on areas of weakness through a variety of active labour market interventions.</li> <li>3) To be given the basic human right of gainfully employed.</li> <li>4) To tailor vocational rehabilitation intervention to suit individual limitations.</li> <li>5) To empower workers with disabilities to participate in job search activities and gear them to be ready for employment.</li> <li>6) To instil mindset change among employers and other stakeholders to be more inclusive.</li> </ol>
<p>WHY IT BE SHOULD RECOGNISED</p>	<p>: The JESS has a unique approach in increasing employment outcomes among workers with disabilities. Since these services were introduced as part of the Return to Work Program, it has achieved many milestones including delivering training to other countries such as Indonesia, Singapore and Namibia to provide supported employment services in their respective countries. The JESS was also invited by the International Labour Organisation in Geneva in April 2016 to share SOCSO Malaysia’s experience in providing employment opportunities among workers/persons with disabilities.</p> <p>The JESS also employs a variety of mechanisms in tackling the <del>situation</del> issues of employment among workers with disabilities including;</p> <ul style="list-style-type: none"> <li>• Disseminating information on jobs and opportunities: The dissemination of information is currently done through phone calls or mobile messaging to jobseekers. Jobseekers are also expected to provide information of job vacancies to their Job Placement Officers for further facilitation as well as to measure their motivation to return</li> </ul>

to work. Information on job opportunities to other Job Placement Officers in SOCSO is passed through the information system as mentioned above through a forum, or group message besides email.

- Sensitization and/or preparation of persons with disabilities for jobs: A variety of methods are used to sensitize persons with disabilities for jobs including: Work Trial, Interview workshops, Interview simulation, Resume workshops, Attending open Interviews
- Placement of disabled people: The placement of persons with disabilities is done through the case management approach. In the process of securing a placement, the Job Placement Officer communicates with the employer to explain the limitations and discuss work placement. The Job Placement Officer either meets the employer prior to the placement or during the interview period. The Job Placement Officer is quite often present together with persons with disability during the interview process. Once establishing vacancies that match the capacity of the person with disability, further accommodations or job modifications shall be discussed if necessary.
- Skills training: If a replacement of skill is required in order to increase the employability of the person with disabilities, skills training shall be provided. Nevertheless, the Job Placement Officer would usually try their best to retain their previous skills when finding a job based on the Return to Work Hierarchy.
- Starting/continuing business: Should a person with disability wishes to start/continue a business, the Job Placement Officers only help facilitate the process including liaising with financial institutions to secure funds, etc. Counselling shall also be provided should the person with disability require them.
- Supported employment: Job Placement Offers use the Job Coach approach for cases that require support at the workplace. Example of cases include traumatic brain injury, cognitive impairment. etc. The Job Placement Officer is usually present at the workplace (depending on the amount of support required) to provide systematic instructions and design manuals or jigs if they are required to support the person with disabilities further.
- Link with public or private employment services: Several employment services constantly enquire on the availability of SOCSO candidates that match their requirements. Besides going to employers directly, SOCSO utilises the vacancies provided by the private employment services in helping them getting the jobs.

SUMMARY OF THE PROJECT	:	<p>The JESS is a line of hope for workers with disabilities who have not been accepted back by their previous employers. In the event of becoming unemployed, SOCSO Malaysia can only compensate for the loss of function or impairment and not compensate for the loss of income. Hence it is important that workers with disabilities are assisted to obtain reasonable and gainful employment to enable them to become economically empowered and to be successfully integrated into society. The JESS has so far assisted more than 3124 workers with disabilities back to work (69.7%) with the assistance of 10 SOCSO Job Placement Officers, through personalised case management.</p>
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