



Things to Know about Working at CCO

1. You will take part in a great deal of training. Our training program ensures that the individuals we serve are guaranteed well trained staff members serving them. Training does not end after orientation. Much of the training you take is mandatory and has a deadline. We do not permit employees to work even one day past a training deadline, so it's important to use our online database to check for upcoming required trainings.
2. You will have opportunities for professional development and advancement. CCO posts all new positions internally before posting externally. You will meet with your supervisor regularly and can talk about your professional goals. Your ongoing training path is a great tool to aid in your professional development.
3. We have shared values and a thriving workplace culture. CCO's 10 Outcomes are not just goals that we post on a wall. We all believe in the fundamental dignity of every individual we serve, and our actions and words reflect our values. We expect each other to protect and observe the rights of everyone, and to use language that reflects an understanding of the rights and dignity of those we serve and of people with disabilities in general.
4. You may feel like you are in a fishbowl as a new employee. As part of our ongoing evaluation and feedback process, you will welcome many visitors to your work site, especially during your first few months. You will receive extensive feedback—both positive and constructive—in an effort to ensure that the men and women we serve are receiving consistent delivery of services in all of the homes. Our quality evaluation process is non-punitive. When a trained evaluator observes an element of life in a home that could be tweaked to ensure greater achievement of an outcome, he or she will deliver the feedback verbally and via our online program, so that you can track the feedback that your worksite has received, and create plans to improve the achievement of the outcomes.
5. If you are looking for a role that will utilize your creativity, CCO may be the organization for you. While assisting consumers in the community, you will use many different skills to find the best options to help the individuals we serve to access their community, acquire new skills, communicate effectively, and exercise their personal and legal rights.
6. We are a tech-driven organization. Most of our records are kept in an online database called Therap, our Quality Evaluations are delivered via an online database, and we deliver pertinent information to employees via email. You will be expected to be able to navigate the internet, basic email programs, and enter important data. We provide training in the specific programs that we use, but we also expect new employees to have a basic knowledge of computers.
7. If you thrive on knowing when you've done well, CCO may be a great place for you to work. We have a workplace culture that supports positive verbal feedback when employees have done well, as well as formal systems for employee recognition, including financial incentives for professional growth, attendance pins with the opportunity to win gift cards, an E-card Recognition system, quarterly employee recognition celebrations for publicly recognizing colleagues who go above and beyond the call of duty.

