



QUALIFYING DIFFERENCES



# HOW TO FIND A JOB?

A Booklet for Adults  
Spain

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# 1 | INTRODUCTION

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The aim of this guide is to provide a series of clear and defined steps in order to guide the job search for disabled adults.

It is important to point out that the employment and labour intermediation is in continuously evolution, so the information provided in this document regarding some resources and links should be considered as updated at the date when it has been elaborated.

This guide aims to be a document to support to ensure the important right which is the access to a paid and quality employment for people with disabilities.



## 2 | POLITICS AND OCCUPATIONAL STRATEGIES CONCERNING THE DISABLED FIELD

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## **2.1 | Recent development for social services and public policies system about disability in Spain. Creation of social services system.**

During the last three decades, the evolution of public policies about disability has been linked to a social services public system building. That was born in the 80's, since the democratization of the institutions.

Since then, there was not a real social services system, but a fragmented set of initiatives of social action and assistance, regulated by General Law of Charity from 20th June 1849. By this law, the Stated acquired the responsibility of protecting people with fewer resources through the Ministry of Government and local administrations. Also, by the Social Security Bases Law, from 28th December 1963, that regulated social assistance and social services intended to workers in the frame of Social Security system (Physical and Mental Disable People Rehabilitation and Recovery Service and Retired People Assistance Service). The General Secretary of the Trade Union Movement and Organization also had some competences related to social services. Furthermore, there was a large variety of resources which did belong to the private sector, mostly in the sense of the Church and Non Profit sector.

During the democratic transition process, there was an intensive debate about the characteristics and the nature of the Social Services Spanish System. By the end of 1978, in a very different context in which the 1963 Social Security Law was approved, the Royal Decree-Law 36/1978, of 16th November, about Social Security, health and employment institutional management was approved. This law provided for the creation of what nowadays is known as Institute of Social Services and Elderly (Instituto de Mayores y Servicios Sociales – IMSERSO), which is associated to the Spanish Ministry of Health and Social Policy. This institution is in charge of issues related with elderly people, among others, all issues derivative from the creation and implementation of protection system to dependent adults and development of policies and programmes related to the population ageing. This institution is also in charge of auxiliary social services of the Social Security system management and state-wide plans, programmes and services for elderly people and dependent adults as well as the elaboration of basic regulation proposals that guarantee the equality of citizens and the social cohesion between countries policy development related with issues mentioned above.

***Law 13/1982, 7TH APRIL, on social integration of the disabled (LISMI)***

By the enactment of the Spanish Constitution in 1978, some changes on disability policies took place. From an approach focused on the rehabilitation, where Social Security Bases Law is maybe the most representative sampling; to promoting equal opportunities and later, to rights and non-discrimination approach. On Article 14, the Constitution states the right to equality before the law for all Spanish people; referring to disabled people, it orders to public authorities to pay needed special attention and protection to enjoy rights of the Title I of the Constitutions.

The Law on Social Integration of the Disabled (LISMI) was approved on April 7th 1982 and it is based on rights of Article 49 in the Constitution that recognizes disabled people. The principle of “equality of opportunities” lies at the heart of the LISMI law and its actions is based on the request of “complementary support”, beyond rehabilitation, in order to guarantee real equality, as citizens with same rights, for disabled people. In this line, LISMI law created a financial and social benefits system for disabled people who didn’t have a labour activity so they were not included in the Social Security system field of application. Also, it drove labour integration policies through the creation of Special Employment Centres (CEE) and the reservation of 2% of employment opportunities in business with 50 or more workers. However, this law was based on the development of measures aimed to the protection of disabled people rather than remove obstacles that hinder or unable their active participation in society and full enjoyment of their as citizen rights.

***Law 51/2003, 2nd December, on persons with disabilities, equal opportunities, non-discrimination and universal access for persons with disabilities***

During the last decade of 20th century, it started to gain access in Spain the rights and non-discrimination approach that emphasizes not only complementary supports but also, and mostly, the limiting environmental influences of full participation “reasonable accommodation” and the prohibition of certain behaviours and practices that are consider unacceptable due to its discriminatory or exclusive nature.

The indicator the most obvious of this approach, in Spain, is Law 51/2003, of 2nd December,

on equal opportunities, non-discrimination and universal access for persons with disabilities (LIONDAU) that states a renewed impetus on disability policies through the addition of new approaches and strategies, essentially “combating discrimination” and “universal accessibility”. It also establishes new guarantees in order to fulfil the right to equal opportunities. There are two types of guarantees: anti-discrimination measures (prohibition of harassment, abusive behaviour; intimidating, hostile, humiliating behaviour; rejection behaviour; and additional requirements; accessibility and non-discrimination and existing reasonable adjustment ...) and positive action measures (more favourable treatment and complementary support).

***Law 39/2006, of 14th December, on promoting personal autonomy and care of dependant adults***

The Law 39/2006, of 14th December, on promoting personal autonomy and care of dependants adults, was born with the aim of meeting the need of persons in vulnerable situation who require support in order to carry out daily essential activities, achieve a higher personal autonomy and be able to fully exercise their right to citizenship.

With this Law, the System for Autonomy and Care for Dependant Adults (SAAD) was created. This system recognizes the right to certain social benefits for an important group of people if they have the relevant personal and social circumstances. Services and benefits provided by SAAD have uniform contents all around Spain, they are regulated by an only assessment procedure, they are a subjective right for dependent adults and their funding should be enough to guarantee the obligations corresponding to competent administration without limiting it according to the budgetary availability.

One of the distinctive features of the SAAD in comparison with other similar systems in the European context is the approach to the Personal Autonomy. In this system, services are customized to the individual user needs and to the respect of their preferences during the process.



***Law 49/2007, of 26th December, on establishing the infraction and sanction system on equal opportunities, non-discrimination and universal accessibility to disabled people***

This law regulates infractions and sanctions for the violation of the Law 51/2003, of 2nd December. It establishes three different levels of violation: minor (general failure of basic conditions on accessibility); serious (by collection of infractions) or very serious.

***Royal Legislative Decree 1/2013, 29th November, approving the revised text of the general statute on rights of disabled people and their social inclusion***

This is the current regulatory system in the field of disabled people rights and their social inclusion.

The Royal Decree repeals the three main laws passed in Spain since 1982, Law 13/1982, 51/2003 and 49/2007. Likewise, it consolidates in their articles to Law 39/2006, of 14th December, on promoting personal autonomy and care of dependant adults.

The new law updates terms, definitions, principles and contents in the International Convention on the Rights of People with Disabilities. This means the express recognition that they are right holders and public authorities are forced to guarantee the full realization of such rights. Also, the new law regulates every social fields, following a structure by chapters and fields similar to the ones of the Convention. This way, in successive chapters, rights to equality, health protection, comprehensive care, education, independent life, work, social protection and participation in public affairs are regulated.

Additionally, this law also includes, for the very first time, definitions of every types of discrimination, direct and indirect, that have already been covered, and they get added discrimination by association and bullying, with the aim of complete the legal frame of prohibition of discrimination in all their manifestations.

The new law simplifies and clarifies, without doubt, the current existing dispersion in the repealed laws, and it deletes the potential conceptual contradiction that may be produced in such different texts in the time line.

### 2.3 | Support Services

#### ***Spanish committee of representatives of disabled people (CERMI)***

The Spanish Committee of Representatives of Disabled People (CERMI) is the platform of majority representation since it groups around 3,000 association of the industry. Taking into account its generic and transversal character, the CERMI has achieved to become a body responsible for interactions accepted and recognized by the most part of the entities, institutions and public institutions that execute social policies related to disabilities, through the social media and forums for international representation. Among the main disabled people organization, all of them represented by CERMI, we can find the following ones:

- Spanish Confederation of Organisations in Support of People with Intellectual Disabilities (FEAPS). This is probably the most representative entity in Spain in the frame of the intellectual disability people sector. It was created in 1964, and it is integrated by more than 800 associations at local level most of them. Entities that are member of FEAPS manage centres and services for people with intellectual disability and their families. They do tasks such as consultancy, early care, special education centres, occupational centres, special employment centres, residential care, leisure services, services for the future and other services.

- Spanish State Coordinating Confederation for Physically Disabled People (COCEMFE). It is the reference entity for people with physical disability, including motor and organic disabilities. It is composed by more than 1,500 associations that conduct employment, training, accessibility, health promotion, education, communication, and research and development activities

- Spanish National Confederation of Deaf People (CNSE) and the Spanish Federation of Parents and Friends of the Deaf (FIAPAS), platforms of supporting association for people with hearing disabilities. There are more than 200 associations that which participate in those institutions.

- Spanish National Organization for the Blind (ONCE). It is the main entity of people with impaired vision. It was created in 1938 as a public law corporation of a social nature, with legal status. In contrast to the previous ones, this is an unique entity in the national territory, with provincial and regional delegations all around the country. In 1988, ONCE created Fundación

Once, that promotes integration in the labour market and accessibility activities for the benefit of every type of disability. The idea of this Foundation is the business group Fundosa, where more than 70% of the staff has any kind of disability.

- Other important entities are the Spanish Federation of Associations for Assistance to Persons with Cerebral Paralysis (ASPACE), Spanish Confederation of Mentally Ill People and their Families Groups (FEAFES), Representative State Platform for Physically Disabled People (PREDIF), Spanish Federation of Institutions for Down's Syndrome (Down Spain) and the Autism Consortium (composed by Spanish Confederation of Autism and Spanish Federation of Parents of Autism people, FESPAU).

The background is a solid yellow color with a large white diagonal shape that resembles a stylized 'L' or a corner cut. A white banner with a drop shadow is positioned at the bottom right, containing the text. A thin yellow horizontal line is located below the banner.

## 3 | SUPPORTING TOOLS FOR JOB SEARCH OF PEOPLE WITH DISABILITIES

### 3.1 | Curriculum Vitae

The Curriculum Vitae will be the first contact with the company and an essential step in order to achieve being called for a personal interview.

Also, it is recommended to attached a cover letter with a brief personally and professional description about the applicant and the reasons why he or she would like to join the company.

#### 3.1.1 | Main features of a good CV:

- It should not be very long, one or two pages maximum.
- It must be clear. The person who is reading it must know about your experience.

Short sentences. Easy vocabulary, but not informal.

- It must be well organized: your personal data, training, labour experience, languages, etc.

- Try to boost the information that makes you the best applicant for the position you are looking for. Avoid subjective information or things which are not related with the professional subject.

#### 3.1.2 | What must be included in a Curriculum Vitae?

1. Personal data
2. Academic training
3. Additional training
4. Professional experience
5. Languages
6. Computer skills
7. Other relevant information

#### 3.1.3 | Tips that you must not forget in your CV:

- The paper must be white.
- Friendly to read font, not too small.
- Correct grammar mistakes.
- Do not photocopy your CV.
- Attach a picture. The picture must be ID size, recent and scanned, not pasted.

- For printed version, paper must have quality DINA4 size.
- Do not include false information.
- You can boost some data in bold, but do not use colours.
- CV must be typed. Do not handwrite it, unless you are requested to do so.
- Do not include data about dismissals or unemployed periods.

### **3.1.4 | Particularities for a disabled person CV:**

In the case of disabled people, including the disability certification or even the degree of the disability in the CV is a personal decision. This is a personal data that must not be revealed if the applicant does not want to. This is not anything compulsory, but it should be considered what is called “act in good faith” and do not hide data that may be important in the future for the employer.

It is recommended to include it if you are addressing to a company such as Special Employment Centres or job banks especially aimed for people with disabilities. With this, you will have right (and the company will be requested) to adapt your work place to your needs. Also, if you are going to introduce yourself to a company, but you wish to have a special contract as a disabled person, which means to have access to tax benefits and other financial support for companies that hire people with disabilities.

If you do not want to let know about this in your CV, you can tell it personally during the personal interview or before scheduling it.

### **3.2 | Cover letter**

This is used in order to request an interview and to introduce yourself as the perfect applicant for a certain position. You should boost your skills and competences. It is better if you can provide real examples based on your experience.

A cover letter is ideal for self-applications, that is when you send your CV without a published job offer. But also if there is a certain position offered. If so, you can refer about it in your cover letter.

### 3.2.1 | Parts of the letter:

- Address: your address and the address of the company that you are writing to (one at the right and the other one at the left).

- Dates (in the upper right of the page)

- Greetings: this must be address to the Human Resources or the exact person of the department who is going to interview you. It will be more valued if it is addressed to someone with name and surname. “Dear Mr. ...or Head of Human Resources Department”.

- Introduction (paragraph 1): explain who you are, why are you writing and why do you want to work at the company.

- Text of the letter: you have to explain why you are the appropriate profile for this position. What do you offer: your qualities (responsibility, work capacity, team work skills, creativity, etc.) Why do you want to work in that company and specifically in that sector.

- Closing: in the closing part you ask for a job interview. You can say that you will call in the next few days to schedule an appointment and comment face to face what you can offer. Do not use typical expression such as “I will wait for your call/news”. Be decided and offer your availability and open to work in the company “I would like to request you a job interview in order to be able to access to the offered job position. I will call in a few days to schedule a meeting or an appointment with you to further discuss about this subject”.

- As the final part, a formal closing and signature: “Best regards. Signature”.

Sometimes it is also advised to include your telephone number in this section. This way, the person responsible of the staff who is reading your letter will easily access to it if your letter has been interesting.

### 3.2.2 | Details to be considered:

- Be brief. No longer than a page.

- Use a good quality paper, DIN A 4 size.

- The document must be a hard copy, not photocopy.

- The envelope must also be unpolluted; data must be clear and without anything crossed out.

- As always, write short and clear sentences.

- Use formal expressions to address the reader of your letter.

- Correct grammar mistakes.
- If you have never worked before, you can boost your social skills, internships or volunteering activities.

### 3.3 | Job interview

Once we have passed through a first filter and we are called for an interview, what should we do? Shall we naturally talk about our disability or ignore this subject?

During the interview, it is very important to inform about our disability. We cannot take it for granted that the interviewer knows what this is about and the involvements that the disability may have in the job position. At this point, it is very important to show yourself as a self-confident person, speaking without taboos or fears about our disability and feeling as it as an added value, not like something that subtracts. If we doubt, create mystery or show ourselves insecure, we will transmit that feeling to the interviewers and we will make him/her thinking that our disability is an issue.

Also, it is important to clarify any doubts that our interviewer may have with the aim of not losing a job opportunity because he/she though that we were not able to explain that our disability was not an impairment for the position. It is important to “educate” about disability to the interviewers; since, usually, they are not experts and they can have wrong ideas. In this sense, we should not be afraid of asking our interviewer if he/she still has any doubt regarding our disability, using sentences such as “sometimes companies have concerns while hiring people with disabilities, do you have any question about my disability? I will be happy to talk about it”. This way, you will show yourself as a decided and confident person.

Some of the arguments and techniques to prove that our disability is not an impairment can be the following ones:

- Make our (apparently) weakness into strengths. The fact of having a disability has made me develop a lot of skills such as self-improvement, adaptive and learning capacity, imagination, creativity, motivation, etc. Each person must find out their own ones.



- Give real examples of old jobs or daily life situations where we have deal situations without problem despite our disability.

Having said that, the disability must not be the main subject of the interview, since the objective is getting to know the person who is behind the certificate of disability. We have to take advantage of the interview talk about the best of our profile: experience, training, languages and everything that adds a value to our application.

To recapitulate the basic recommendations to approach a job interview, we can list the following ones:

- Talking about the disability in a natural and positive way.
- Clarifying all the questions that the interviewer may have in order to break prejudices and stereotypes that can lead to wrong ideas.
- Demystify the disability by educating the employer and mitigating fears.
- Boosting our abilities over our limitations.
- Giving real examples about old jobs or daily life situations that we have deal without problem despite our disability.
- Not let disability be the main subject of the interview and focus on values and skills that make us the best applicant for the position.



**PROPOSALS FOR THE  
IMPROVEMENT OF THE SOCIAL  
AND LABOUR INSERTATION OF  
DISABLED PEOPLE**

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Below, there are some strategic proposals that would help to improve the social and labour insertion of people with disabilities in Spain.

- Improving and reinforcing the way to introduce disabled people as valid to develop needed skills and competences for the job position. That would consist on increasing this people image marketing which means to reinforce their professional profile in front of business owners, and let them know that they have all the needed skills to properly implement the requested tasks.

- Reinforcing the disabled people motivation by reviewing each contract with companies and monitoring the acquired commitment between the business owner and the professional. This way, it will be avoided unfair situations that deals to the employee demotivation.

- Analysis of work through data collection and continuous observation of disabled people in order to know their evolution, progress and being able to successfully adapt themselves to the job position and its features. This would also allow improving the specific training offer that is required by each professional.

- From this analysis, we can also study the design of tasks. That would help to know which are the main more difficult aspects and tasks for the worker. Also, it would be a helpful tool to structure and organize the training that this person may require.

- Training of the autonomy as a worker with the aim of preparing them for the labour life routines. That means the application of techniques that help to monitor the implementation of the task by the person itself and generate a progressive distance from the employer.

- Facing more difficult situations within the work place. Those situations must be faced by applying strategies of behavior modification which deal to achieve specific work place standards.

- Increasing worker salaries in order to be as much decent as possible. By increasing the purchase power, we will encourage the personal autonomy of the person. Also, social benefits

or workers must be improved such as retirement or social-health care.

- Improving skills that offer more labour options to disabled worker. This way, developed skills for executing a specific job will be valid and useful for other context within the community or other potential positions.

- Increasing labour opportunities opening the labour market for people with disabilities to a larger number and kind of different tasks within the companies. This way, we will avoid restricting their opportunities to certain tasks and their personal and social opportunities for developed will be increased.

- Increasing the number of business that count with disabled people among its staff. This way, not only the potential tasks to be implemented by them will be increased, but also the kind of businesses. So business owners and society, in general, will start to assume that disabled people are able to effectively execute the same position that people without disabilities.

- Developing positions which offer positive roles, being valued in the company and, generally, in the community.

- Clarification of their interest and abilities, always taking into account the person and allowing them to express themselves and give their opinion during the whole integration process.

- Increasing interaction chances so the environment where the disabled person works and the developed tasks do not isolate them. The disabled person must have the opportunity to establish contact with other colleagues and their work must imply, when possible, the interaction with coworkers, supervisors, customers, etc.

- Increasing the worker implication, making them see how important is the company in the development of the needed supports for the employee to maintain their work. This will

also help to increase the awareness to other business owners about the possibility of hiring disabled people; to accept diversity by workers and to face relationships with disabled co-workers.

- Increasing the involvement of the coworkers, encouraging the diversity acceptance, highlighting the importance of their role regarding the support given to the disabled workers in order to be able to implement their tasks with a higher degree of autonomy. Also, implying the disabled worker in social activities inside and outside the company, letting them know that he/she is another coworker with the same aspirations, interests, objectives, needs and problems than the rest of people.

- Increasing the support to the labour market to disabled people with the aim that companies consider them naturally while building work places, developing positions, establishing recruitment processes and creating training procedures for the implementation of a certain work position.

- Increasing opportunities for people with more severe disabilities, trying to give access to employment to the group of people who really has more difficulties, putting into practice whatever initiatives are needed (supported employment, tele-work, customized training). Also, adapting tasks and workplaces whenever it is needed.

- Increasing family commitment and close people to the disabled worker, making them to be engaged in the process of search, maintain and improvement of work.

- Increasing personal skills, supported by work, through learned skills related to the travel to the workplace, tasks execution, social behavior in the work place and leisure moments outside it, availability and administration of the obtained goods by the work itself, levels of developed responsibility and autonomy and improvement of self-esteem and the feeling of self-competence.

- Increasing supports, by providing the needed help while making decisions, interve-

ning in the decision making during conflict resolution and applying new technologies while circumstances request it.

- Global vision without limiting to provide integration at a labour atmosphere, but beyond it. The professional activity cannot be limited to give support and manage needed resources for employment, but also other important contexts for the person.

- Supporting the professional career development of disabled people. Not only to obtain and maintain a certain position, but also considering the expectation and wishes of the worker considering that, as any other person, the disabled worker can have improvement aspirations and that can get bored at some point of a certain position or just that the person wants to have new experiences.

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Epralima - Escola Profissional do Alto Lima, C.I.P.R.L.



CESUR - Centro Superior de Formação Europa Sur



Unione Italiana Lotta alla Distro a Muscolare  
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