



Iowa  
Vocational  
Rehabilitation  
Services

*Finding solutions. Generating success.*

# JOB READINESS TOOLKIT



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## Is Your Job Candidate Ready to Go to Work?



Iowa is an employment first state and we believe that every Iowan can work with the proper supports. This chapter focuses on

making sure you know your candidate so you can provide informed choice on employment opportunities based on their answers to the questions in the following questionnaire.

When understanding the businesses, you will ensure that you are making the right fit by going through these questions with your candidate. By creating the right fit, you will be meeting the bottom line by addressing the costs affiliated with retention (1.5 times the wage is the cost of losing a person).

IVRS tells businesses that we are “vetting and pre-screening” our candidates. It is important, for our credibility, that we are actually providing this service PRIOR to making a referral to a business. It is important that we understand and know what the business is going to find out when they do the prescreening.

Giving these worksheets as assignments or working together with your JC will help you with both informed choice and ensuring that you are making a good match.

## IVRS Employment Pre-Screening for Employment

*\*Please use this checklist before vetting your job candidate to our business partners. The purpose of our pre-screening services, is that we are telling the employer that this person meets all of the requirements for employment and is a good match for the position we are referring them to. You do not need to do this if you are not recommending a candidate.*

**Job Candidate:** \_\_\_\_\_

**DOB:** \_\_\_\_\_

Check when complete:

\_\_\_\_\_ Have you phoned the number the JC is using for their job search & can verify it is a working number?

\_\_\_\_\_ Does the JC have an appropriate outgoing message and/or working voicemail?

\_\_\_\_\_ Have you verified the email address the JC is using does not bounce back?

\_\_\_\_\_ Have you checked criminal history on Iowa Courts? [Iowa courts online search](#)

\_\_\_\_\_ Have you verified diploma from highest education?

\_\_\_\_\_ Does the JC have a current resume?

\_\_\_\_\_ Have you called the JC's references and verified they will be positive?

\_\_\_\_\_ Have you verified employment by phoning previous employers or through Iowa Workforce?

\_\_\_\_\_ Does your JC have ID they can use for employment? Have you physically seen it?

\_\_\_\_\_ Is there an I-9 in the file, verify that you have seen it?

\_\_\_\_\_ Have you checked the Sex offender list? [Iowa Sex Offender search](#)

For specific jobs, please check job analysis to determine if any other requirements are needed.

## Think You are Ready for Your Job Search?

JC Name:

<b>Transportation</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do I have my driver's license?			
Is my car in good condition?			
Can I get to my job by bus?			
Do I have enough gas or bus money?			
Am I OK with going out by myself?			
Am I able to get to work?			
Do I have a Plan B if Plan A doesn't work?			

<b>Housing</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do I have a place to live?			
Do I have a phone I can use?			
Am I able to move for a job?			
Am I aware of Section 8 Housing Assistance?			
Do I have internet for my job?			
Do I have access to internet for my job search?			

<b>Clothing</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do I know what I should be wearing?			
Do I have an interview outfit?			
Do I need a haircut?			
Do I have deodorant?			
Are my teeth clean?			
Do I have make-up or shaving supplies?			

<b>Health and Medical Care</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Is my health good enough to go to work?			
Do I know what medications I'm taking?			
Do I have information about my doctors?			
Do I know what to do in an emergency?			
Do I get enough sleep?			
Do I need eyeglasses?			
Do I need hearing aids?			
Do I need accommodations?			
Do I know how to ask for accommodations?			
Do I know what my disability is?			
Do I have any restrictions?			

<b>Managing Money</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do I have money to buy clothes/ uniforms?			
Do I have a bank account for direct deposit?			

<b>Managing Social Network Sites</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do I have appropriate content on social network sites (e.g. Facebook, Instagram, YouTube, Twitter, Google +, Tumblr, Pinterest, etc.)?			
Do I know how to use social networking sites to support career development?			
Are the information across the different sites consistent?			
Are my social network sites set to private only?			
Is my email address appropriate for a business?			

<b>Keeping a Job</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do I oversleep often?			
Am I late arriving to places?			
Do I get along with other people?			
Do I get angry easily?			
Can I take constructive criticism?			

<b>Other Areas</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Do I have a criminal history?			
Do I have theft charges?			
Do I have abuse charges?			
Can I pass a drug screen?			
Have I contacted my references?			
Do I need help with day care/ child care issues?			
Am I registered with IWD?			
Do I have necessary employment papers?			
Am I a registered sex offender?			

What are the employment goals:

Based on this questionnaire, can the job candidate move forward with employment goals?

If not, what needs to take place in order for the JC to move forward and what are your next steps?

What are plans A & B for transportation to work? Attendance is critical!

Are there any background issues that need to be addressed?

What are the next steps?

[illegible]

For example, being late to meet with a friend might not be a big deal but being late for work might get you fired. Complete the worksheet below to determine if your JC personal culture meshes with the culture of your business partner!

It's okay to be yourself at home. However, when at



## Home Culture vs Business Culture

Identify below your culture and the culture of the workplace you see yourself at. Research on line or call the company to learn how they treat each of those below. What does your JC still need to work on?

CULTURE	THE BUSINESS CULTURE	YOUR HOME CULTURE
Use of cell phones		
Being on time		
How I dress		
My language (swear words?)		
How I greet others?		
How I treat authority?		
How respectful am I?		
When can I eat?		
How I react when people tell me to do things?		
When I don't feel good?		
Snapchat? Facebook?		
Piercings and tattoos?		

How is your culture similar to today's business culture? How can understanding those similarities be used to help you succeed?

How is your culture dissimilar to today's business culture? What barriers might you face because of these differences?

## Job Search



IVRS provides specialized job search services to our applicants. Anyone can go online and apply for jobs, but not everyone can make a great match and help lowans with significant disabilities gain competitive employment in an integrated environment helping them to ensure a paycheck, stability and long term career success.

There are several tools you can use to help your candidates with their job search:

1. Job shadows-A job shadow is when a candidate has an opportunity to go on site and learn about the company. It is generally an hour in length and the candidate should ask questions and gain as much information as possible. This is also an opportunity to meet people who work at that business.
2. Informational interviews- Similar to a job shadow but a bit more intense. The candidate will have an opportunity to learn about a particular job. The questions will directly correlate with the job they are seeking. It will include things like openings anticipated, educational and work experience needed etc.
3. Internships- The candidate will actually do the job with a mentor. It will give them an opportunity to see if they like the job, hours and people who work there.
4. Video Resumes- Your candidate will work while you record them and highlight their skills in a video. This can be used to show our business partners how the person is able to do the job even though they may not interview well.
5. OJT's- or On The Job Trainings are when the person is hired by the company and IVRS funds ½ the wages. It gives them an opportunity to be trained at less cost to the employer.

Remember, anyone can fill out and submit applications. IVRS provides individualized services to help people with disabilities gain and maintain employment. We need to be creative in our approach.

## Worksheet

Now that you have identified careers, let's make sure you are ready to move forward.

What job career do I want?

What skills do I need to get this job?

Do I have these skills?

If not, what do I need to do to gain these skills?

Do I have the education needed for this job?

If not, what do I need to do to get the education?

Now that you are certain you meet the minimum qualifications for the job, here are some things that you can do to GET that job:

- ☐ Apply to at least 1 temp agency- this will help you perfect your application and you might even get a temp job out of it!
- ☐ Identify at least 5 employers that you want to work for and research them
- ☐ Reach out to 5 people with a "Looking for a job" email
- ☐ Research and request at least 1 informational interview at a career you desire

- ☐ Follow up on every job you apply for
- ☐ Design and practice 5 ways to introduce yourself
- ☐ Find a mentor in the field
- ☐ Connect with a mentor from your past
- ☐ Clean up your online presence
- ☐ Do at least 1 job shadow
- ☐ Follow up from your job shadow
- ☐ Do an internship or an on-the job training with the help of your VR staff
- ☐ Register with Iowa Works
- ☐ Create an elevator pitch
- ☐ Practice your interviewing by entering into a mock interview

## Research worksheet

Go to <https://www.futurereadyiowa.gov/> to research your career choices and bring this information back to your counselor:

1. Complete the quiz on tell us what you like to do. Which did you score the highest in? What was your second highest score?
2. What are 2 “in demand jobs” in your county that you currently have the ability to do?
3. Under “not getting results” what is one thing you can do differently to improve your job search?

Go to <https://www.thecareerindex.com> and create an account.

1. What is the SOC code for the career you chose?
2. What jobs were found within the zip code you entered?
3. What is the pay range for the job?
4. Identify 2 other careers that are closely related that you would consider:
5. What is the outlook on the job you most desire?

## Researching Companies

It is important to know as much about the company as possible about the business before going into an interview. Ideally, you will want to research the company before your candidate applies to make sure their values/culture aligns with the value/culture of the business. There are several ways to do this research and this could be a great assignment or next step for your job candidate. Here are some ideas on researching a company:



1. Take a tour and complete the LMI information worksheet
2. Research on line
3. Call the company and ask questions
4. Do a job shadow

You should know as much as possible before the companies your candidates are applying for as you proceed with the job search. You can do the above activities or have your candidates do them as an assignment between appointments.

You or your candidate should set aside time to research the company. It does not happen in minutes. This is a necessary and forgotten step in the job search process.

## Researching Company Worksheet

Your name\_\_\_\_\_ Company Name\_\_\_\_\_

How do you know the company you are applying at is a company you want to work for? Learn more about the business before you apply. Here are some questions to get answered while doing your research:

How big is the company?

How many employees do they have?

Who is their leadership? (you can find this in the about us tab)

Who are their closest competitors?

Have there been any major changes recently (new CEO, widespread layoffs, corporate takeovers)?

Does the company have a clear vision for the future?

What major innovations, if any, is the company responsible for?

How do its products or services rate? Are they high quality?

Who buys their products or services?

# Applications



It's important for your job applications to be complete, void of errors, and accurate. Regardless of whether you complete an [online job application](#) or apply in-person, make sure you have all the information you'll need at your disposal. Next, make sure you do all of the following:

## **Review Your Employment History**

You'll need your [resume](#) (or a list of your employment and education history) to make sure that you're listing the correct dates of employment, job titles, and education. Your

resume should match the job application perfectly because discrepancies will be noticed.

## **Download a Sample Job Application**

Download a job application sample and practice filling it out. That way you can be sure that you have all the necessary information in advance.

## **Ask for an Application**

If you're applying for a position in-person, ask for a job application, then take it home with you to complete. You can take your time filling it out so it will be neat and tidy, as well as accurate when you return to drop it off.

## **Applying In-Person**

When you stop by, to pick up or drop off a job application, be sure you're dressed appropriately. You may end up speaking to the hiring manager and it's important to look professional, just in case you get an [on-the-spot interview](#).

## **Online Job Applications**

Job applications for many companies are often available online. In fact, some employers no longer accept paper applications and applicants are required to apply on the company website or the site where the company listed the job openings.

## **Follow the Instructions**

Explicitly follow the instructions when completing both online and paper job applications. The slightest error could knock your application out of the running before an employer even gets a chance to look at your application. You might also want to check the company website, or the fine print on the job application form, to verify you've followed the directions as instructed.

## **Review Before You Submit**



Thoroughly read the instructions for applying for employment before you click the submit button (or hand in your application). Make sure every field is filled in. Some companies refuse to accept an incomplete application.

### **Be Prepared to Take a Test**

Some companies test applicants for employment in order to determine if the candidate is a good match for the job. Companies who conduct [pre-employment tests](#) (such as talent assessments) are seeking applicants that match their very specific hiring criteria. Being prepared for [employment tests](#) will help you respond better to employment-related questions. Some companies require [drug tests](#) for applicants seeking employment.

To prepare for completing the application, take a look at the activity below and circle or highlight the words that best describe you.

## Positive Self-Descriptors

The following are descriptive words you can use to describe your personal characteristics. Try choosing words that relate to your job goal. Some words are similar, so pick a variety of words to come across as a well-rounded person. Use a highlighter or circle the words that apply to you.

ACTIVE	EFFICIENT	OUTGOING
ACCEPTING OF	ENERGETIC	PATIENT
OTHERS	ENTHUSIASTIC	PARTICIPATES WELL
ADAPTABLE	ENTHUSIASTIC	PERSUASIVE
ALERT	EXPERIENCED	PLANNER
ANALYTICAL	FIRM	POLITE
ARTISTIC	FLEXIBLE	POSITIVE ATTITUDE
ASSERTIVE	FORMAL	PRACTICAL
ATTENTION TO	FRIENDLY	PRECISE
DETAIL	GENEROUS	PRODUCTIVE
BUSINESS-LIKE	GOOD LISTENER	PUNCTUAL
CAREFUL	HARD WORKING	QUICK LEARNER
CLEAR THINKING	HELPFUL	REALISTIC
COMMON SENSE	HONEST	RELIABLE
COMPETITIVE	IMAGINATIVE	RESOURCEFUL
CONFIDENT	INDEPENDENT	RESPONSIBLE
CONSTRUCTIVE	INSIGHTFUL	SELF-STARTER
COOPERATIVE	KNOWLEDGEABLE	SENSE OF HUMOR
CREATIVE	LEADER	SINCERE
DECISION MAKER	LIKABLE	SPONTANEOUS
DEDICATED	LISTEN WELL	STEADY WORKER
DEPENDABLE	LOYAL	TACTFUL
DETERMINED	MOTIVATED	TEAM WORKER
DISCIPLINED	OPEN-MINDED	THOROUGH
EAGER TO LEARN	ORGANIZED	TROUBLE SHOOTER

Now, narrow your list down to your top 5 - 7 positive self-descriptors. These words need to be on the tip of your tongue throughout your job search.

## Action Words

Always use action words to describe your job duties and accomplishments:

Achieved	Administered	Aligned	Arranged	Attained
Acted	Addressed	Analyzed	Ascertained	Audited
Activated	Adopted	Anticipated	Assembled	Budgeted
Adapted	Advertised	Applied	Assessed	Built
Adjusted	Advised	Appraised	Assisted	Confronted

Consolidated	Diverted	Indoctrinated	Performed	Revised
Constructed	Drafted	Informed	Persuaded	Rewrote
Conserved	Dramatized	Influenced	Photographed	Saved
Consulted	Drew	Initiated	Piloted	Scheduled
Contracted	Drove	Innovated	Pioneered	Selected
Controlled	Edited	Inspected	Planned	Served
Coordinated	Educated	Inspired	Played	Shaped
Corresponded	Eliminated	Installed	Predicted	Simplified
Counseled	Enforced	Instituted	Prepared	Sketched
Created	Enlarged	Instructed	Prescribed	Sold
Calculated	Entertained	Instrumented	Preserved	Solved
Calibrated	Established	Integrated	Presided	Sorted
Catalogued	Estimated	Interpreted	Printed	Specified
Chaired	Evaluated	Interviewed	Processed	Spoke
Changed	Examined	Introduced	Produced	Straightened
Charted	Exhibited	Invented	Programmed	Strengthened
Classified	Expanded	Inventoried	Projected	Stimulated
Coached	Expedited	Investigated	Promoted	Streamlined
Collected	Explained	Judged	Proposed	Studied
Communicated	Expressed	Led	Protected	Suggested
Compiled	Extracted	Lectured	Provided	Summarized
Completed	Fabricated	Located	Publicized	Supervised
Composed	Facilitated	Maintained	Purchased	Supplied
Computed	Familiarized	Managed	Quoted	Surveyed
Conceptualized	Filed	Mapped	Raised	Synthesized
Conducted	Filtered	Marketed	Reasoned	Systematized
Deferred	Figured	Measured	Recommended	Tabulated
Defined	Fixed	Mediated	Reconciled	Talked
Delegated	Formulated	Mentored	Recorded	Taught
Delivered	Forwarded	Modeled	Recruited	Tended
Demonstrated	Founded	Modified	Reduced	Tested
Designed	Gathered	Monitored	Referred	Timed
Detailed	Generated	Motivated	Rehabilitated	Trained
Detected	Governed	Navigated	Rendered	Translated
Determined	Guided	Negotiated	Reorganized	Transmitted
Developed	Headed	Observed	Repaired	Transcribed
Devised	Helped	Obtained	Replaced	Transferred
Diagnosed	Hired	Operated	Reported	Treated
Directed	Identified	Ordered	Represented	Tutored
Discovered	Illustrated	Organized	Researched	Unified
Dispensed	Implemented	Originated	Resolved	Upgraded
Displayed	Improved	Oversaw	Responded	Updated
Disproved	Improvised	Painted	Restored	Vitalized
Dissected	Increased	Participated	Retrieved	Wrote
Distributed	Indexed	Perfected	Reviewed	

## Resume



There are SO MANY resumes to choose from- but which one IS BEST for your job candidate. Gone are the days of doing one resume and using it for everything! Our Business partners are saying they want a CUSTOMIZED resume. This is your job candidates first shot at a first impression. Make sure you are using keywords to get them through the screening process. Business partners are relaying that a general resume shows little to no effort and they want people that are going to go above and beyond. The first step in showing this is

the resume.

The following are the different types of resumes. Have your job candidate take a quick quiz to see which resume best suits their work history and goals.

	Chronological Resume	Functional or Skills-based Resume	Combination Resume	Video Resume
Overview	Lists your work history in reverse order, starting with your current or most recent job and working backwards.	Focuses on skills and strengths important to employers. Omits specific dates, names, and places. De-emphasizes a spotty work history.	Blends the flexibility and strength of the other two types of resumes.	Perfect for demonstrating skills that individuals with little to no work history.

	<b>Chronological Resume</b>	<b>Functional or Skills-based Resume</b>	<b>Combination Resume</b>	<b>Video Resume</b>
<b>Advantage</b>	Easy to write. Emphasizes steady employment record. Employers like to see job titles, level of responsibility, and dates of your work history.	De-emphasizes a spotty work history. Allows you to highlight specific strengths and transferable skills that might not be obvious when outlined in purely chronological order.	Shows off a strong employment record with upward mobility. Show how the skills you have used in the past apply to the job you are seeking. Emphasizes transferable skills.	The potential employer is able to visualize the person completing the tasks and it shows off each person's unique personality.
<b>Disadvantage</b>	Calls attention to employment gaps. Skills can be difficult to spot unless they are listed in the most recent job.	No detailed work history. Content may appear to lack depth. Disliked by many employers. It makes them think you may be trying to hide your age, employment gaps, lack of relevant experience, lack of career progression, or underemployment.	Work history is often on the second page, and employer may not read that far.	Businesses may believe the person can only do the tasks they are doing on the video and not utilize the individual to their full potential. Or a business may not interview the person if they only see the person cutting food and they have no openings for that task.

	Chronological Resume	Functional or Skills-based Resume	Combination Resume	Video Resume
<b>Best used</b>	To emphasize past career growth and development in the same career. Or when the name of a former employer may be significant to prospective employer.	To emphasize transferable skills you have used in volunteer work, paid work, or coursework. Use this or a combination resume if you are a new graduate, have limited work experience, are changing careers or doing freelance work, or you do not want to call attention to your age.	To show off your skills developed throughout your work history instead of the specific positions you have held. Use when you are making a career change and names of former employers may not be obvious to prospective employer.	To show off your skills and personality for people with little or no work history or a person who may interview poorly.
<b>Don't use if</b>	There are gaps in your work history, when calling attention to your age could be a problem, you have changed jobs often, or you are entering the job market for first time or after a long absence.	You want to emphasize growth or development or if your duties and responsibilities in recent jobs were limited.	Your experience is limited, or there are wide gaps in your work history.	

Give you job candidate the quiz below to help them understand the importance of the resume and the time and work that needs to be put into a resume! This is one of the most important things you can do for your candidate in their search!

## Resume Quiz – How Prepared Are You?

1. True or False: A resume should always be one page long?
2. Which of these words is NOT an action verb?
  - a. Developed
  - b. Detail-Oriented
  - c. Organized
3. What does ATS stand for?
4. How long does the average recruiter spend reviewing a resume?
  - a. 90 seconds
  - b. 60 seconds
  - c. 16 seconds
  - d. 6 seconds
5. 76% of resumes are discarded because of this mistake.
  - a. Typos and grammatical errors.
  - b. Including a headshot.
  - c. Using an unprofessional email address.
6. True or False: Your resume should include an objective statement.
7. Which one of these items should you include on your resume?
  - a. Core Competencies
  - b. References
  - c. Street Address

## Counselor Answer Key

### ANSWER: FALSE

Don't believe the rumors. You are NOT expected to squeeze 15+ years of work experience into a one-page resume. This page limit only applies to those professionals who (1) are searching for an internship; (2) are recent college grads, pursuing an entry-level job; or (3) are still relatively new to the workforce. If you fall into one of these categories, you get one page of resume real estate. The end.

If you do NOT fall into one of the categories mentioned above, you're entitled to two full pages of resume real estate. There are, of course, a few exceptions to this rule, but the majority of experienced professionals should restrict themselves to a two-page resume. This applies whether you've been in the workforce for nine or 19 years.

### 2. ANSWER: DETAIL-ORIENTED

Action verbs are exactly what they sound like. They are words that describe an action. When chosen carefully, they can be an effective way to illustrate your capabilities and achievements on your resume.

However, not all resume action verbs are created equal. And some have been overused so much that they've lost their impact with recruiters. There are only so many times you can say you "led" a team, "handled" a situation or "supported" a project before your resume job descriptions sound repetitive and boring.

If you find yourself describing your work experience with the same boring words over and over again, try switching them out for strong, compelling action verbs that will catch employers' eyes.

### 3. ANSWER: APPLICANT TRACKING SYSTEM

Many organizations use software known as an [applicant tracking system](#) — or ATS, for short — to pre-screen resume applications as they are submitted, rank them based on their contents and send only the most qualified candidates over to HR for review.

In other words, your resume has to make it past a pretty tough digital gatekeeper before a human at the company ever sets eyes upon it.

If your resume contains the same keywords that routinely pop up in your target [job description](#), you have a much better chance at getting past the employer's ATS. Click on the following link for a step-by-step plan to [customize your resume](#) for a job listing using the right resume keywords.

### 4. ANSWER: 6 SECONDS

Yes, you read that correctly. According to an eye-tracking study by job board Ladders, the average recruiter spends a mere six seconds scanning a resume before deciding if



the candidate could be a good fit for the position. In other words, you have six seconds to make the right impression with employers.

Click on the following link to learn more about the [six-second resume test](#) and learn what you can do to [ensure your resume passes the six-second test](#) with flying colors.

## **5. ANSWER: USING AN UNPROFESSIONAL EMAIL ADDRESS**

While all of these common resume mistakes could cause your job application to end up in the digital trash pile, an unprofessional email address will do the trick 76 percent of the time. (A headshot is worse, with an 88 percent rejection rate!)

The email address `keg.stand.king99@domain.com` may have been funny when you were in college, but it's not the best choice to represent your personal brand in the workforce today. The same goes for shared family accounts such as `reynolds_family@domain.com` and email addresses that are offensive or sexual in nature.

Do yourself a favor and sign up for a free address with a provider like Gmail that's reserved exclusively for your job-search and networking activities.

## **6. ANSWER: FALSE**

The problem with most resume objective statements is that they don't do a great job at selling your candidacy to an employer. We've all seen that bland resume objective that tells the reader how you're a "motivated self-starter looking for opportunities in [\_\_\_\_] field that will allow me to leverage my [\_\_\_\_] skills."

Ditch this generic resume objective statement with its fluffy adjectives in favor of a compelling professional summary, also known as a career statement or career summary, that explains the type of position you're targeting and why you're qualified to land such a role.

## **7. ANSWER: CORE COMPETENCIES**

Don't waste your limited resume space by listing your references or including a note like "References available upon request" at the bottom of your resume. Employers won't request that information until you make it to a face-to-face interview, and they know you'll provide the information when they ask for it.

Similarly, there's no reason to include a street address on your resume anymore. In addition to wasting space, including your street address on your resume can raise some security concerns (think about all the places you've uploaded your resume) If you're targeting a role close to home, by all means, include your city, state and zip code—just leave off your street address.

Core competencies, however, are an important component of your professional resume. These terms, also known as areas of expertise or skills highlights, act as relevant

keywords to help you summarize your qualifications within the top third portion of your resume and improve your application's ranking within an applicant tracking system.

## Disability Disclosure

Should your JC disclose?

Why should they disclose?

How should they disclose?

These questions our candidates are most likely asking about when it comes to their disability and if they should let a potential employer know.



### PROS

**Accommodations in the workplace:** The Americans with Disabilities Act (ADA) and the Rehabilitation Act [require employers to provide reasonable accommodations](#) in the workplace. These and other laws also protect against job discrimination. But your candidate has to tell the employer about their disability and provide documentation in order to benefit from these laws.

**Financial incentives for the employer:** Employers are eligible for tax breaks and sometimes subsidies if they hire people with disabilities. Research also shows that [people with disabilities perform well and are less likely to job hop](#). These are some of the reasons your candidate may want to consider disclosing her disability to the hiring manager as well as the human resources manager.

**Federal Contracting: Section 503 of the ADA** *directly* focuses specifically on people with disabilities, prohibiting employers with federal contracts (or subcontracts) from discriminating against applicants and employees with disabilities and requiring them to take affirmative steps to hire, retain and promote qualified individuals with disabilities. In 2014, updates to Section 503 strengthened its affirmative action requirements, creating, for the first time ever, a 7 percent representation goal.

### CONS

**Myths about learning and attention issues:** Your candidate may worry that the employer believes some common myths about learning and attention issues. If your JC decides to disclose disability, it's a good idea to mention past successes and strategies that have worked in other places.

**Confidentiality issues:** Your JC may worry that if they tell the employer, word will get out and coworkers will know the disability. Human resources officers know that information about a worker's disabilities must remain private and that employers can get in trouble for breaking that rule.

## Self-Disclosure Worksheet

It might be helpful to write and practice a script with your candidate.

Question	Response
What are the essential functions of the job you are interested in? This will be on the job description or the job analysis.	
Can you do these tasks without an accommodation?	
Can you do these tasks by self accommodating? What would that be and how would you implement it?	
Can you do the task with an accommodation? What accommodation would you be asking for and how would it help you to complete the essential functions of the job?	

Advantages of Disclosure:

Disadvantages of Disclosure:

Write your script here:

## Interview

The interview is where your candidate has an opportunity to shine. Your candidate needs to be prepared for the interview.

Things to remember:

1. A good firm handshake and eye contact should start the interview.
2. Prepare a couple of things about the job candidate that the business needs to know and practice how these could be potential answers to any questions the interviewer has.
3. Candidate should dress the part. Look like an employee, act like an employee be an employee!
4. PRACTICE- make sure that your candidate has went through mock interviewing and you have gotten feedback.



## WORKSHEET

### Practice for a behavioral interview:

The [STAR technique is a useful strategy](#) for responding to [interview questions](#) that require an anecdote. It's an excellent way to organize your thoughts. There are four steps to answering using this technique:

**(S) Situation.** Describe the situation in which the event took place.

**(T) Task.** Describe the task you were asked to complete. If there was a particular problem or issue you were trying to solve, describe that here.

**(A) Action.** Explain what action you took to complete the task or solve the problem.

**(R) Results.** Explain the result of your actions. For example, if your actions resulted in completing a task, resolving a conflict, improving your company's sales record, etc., explain this. Try to focus on how your actions resulted in a success for the company.

After your job interview, the first follow up should be a thank you note — preferably a handwritten note, but an email on time is better than nothing. You should always send a note to every person you interviewed with; no later than 24 hours after the interview. Keep these things in mind in your note:

Be brief, friendly, and conversational. You've

y relevant details on why you're qualified.

time as job interviews can require employers to  
em to push off work.

portunity to add any significant information you  
view.

Sending a thank you note after an interview is the easy part of following up. Making contact again after a few weeks of silence can *feel* more difficult. You might worry that checking in will make you seem annoying, or worse, desperate. But not to worry! This follow-up is normal and professional part of the process. If you approach your follow-up carefully, you can come off as a diligent and interested.

Don't jump to the conclusion that you didn't get the job. Sometimes these things can take a while to settle, especially if the decision makers have a lot on their plate.

When sending a note after the discussed timeframe has passed, here is sample language of a post-interview check-in note:

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### **3. Stay in Touch**

Even if you don't get the job, it might be useful to have this employer in your network. This can take some finesse. Rather than seeing your relationship with the employer as a failed job interview and lost opportunity, treat them as a valuable new colleague and contact.

Build a relationship. This means keeping the conversation going by periodically sending articles or information that might be relevant to them, congratulating them on recent accomplishments, and thanking them for their replies.

Do the research, and if appropriate, add the recruiter or employees you spoke with on LinkedIn.

Also be sure to follow up and update your LinkedIn interests and be sure to follow their company page on LinkedIn.

But remember, don't overdo it! Be cognizant of whether you're being helpful or a nuisance and always be genuine.

The key is to remain is to be professional, proactive and useful, not pushy or over-eager.



## Activity

Have a sample thank you note ready to go to send within 24 hours of the interview.

*Here is an example thank you note:*

***Hi [Interviewer Name],***

***Thank you so much for meeting with me today. After learning more about the position, I'm very excited for the opportunity to join your team and help [create world-class marketing campaigns, inspire prospective clients, increase revenue, etc.] for [Company Name].***

***I know my years of experience of working on [web development, copywriting, sales, etc] would greatly benefit your company.***

***Please keep me posted on the status of the hiring process. I look forward to speaking with you soon.***

***Warm regards,***

***[Your Name]***

Write your sample here:

## Job Keeping Skills

You job candidate GOT the job! Don't forget to remain in contact! Job keeping is just as important as job getting! For the first month, call your candidate in at least once a week to talk about the job. You can use 30 ways to shine during this time as well as going through the worksheets below. Maintaining contact with the business is also important - especially if you helped them get the job by using your connections. Remember, our business partners value retention and this is something we can impact by staying in touch with our candidates and helping them through their first months of work.



## What Employers Want

### **Good Work Habits**

- Show up on time every day
- Get along with co-workers and customers
- Follow instructions, ask for clarity
- Dress appropriately for the job
- Manage your time, don't return late after lunch or break

### **Integrity**

- Fair, honest, loyal, learn about the company
- Straightforward actions, build a reputation for doing a good job
- Do what you say you will, keep at it
- Take initiative, go the extra mile on a project

### **Positive Attitude**

- Smile at co-workers and customers
- Use positive body language, stand up straight, establish eye contact
- Have a pleasant disposition, use kindness and praise
- Offer to help others when you have the opportunity

### **Show Enthusiasm**

- Greet people in a friendly way, compliment when appropriate
- Use a positive tone of voice, be friendly to others
- Volunteer to do a project or be on a team
- Ask if someone needs your help

### **Communication Skills**

- Be a good listener, give encouragement, ask questions, give feedback
- Clearly and accurately provide information, verbal or written
- If you write, make it legible
- Summarize, paraphrase, clarify, focus on issue
- Learn to read between the lines, don't assume everyone thinks like you do
- Remember non-verbal communications, facial expressions, posture

### **Stay Teachable**

- Take advantage of any training that will enhance your employability
- Admit when you don't know something
- Know when and how to ask for help

## Tips For Surviving The Job

### THE FIRST DAY...

#### **Dress**

Because you observed how others were dressed at your interview, you already know how to dress on your first day. If you have received a written policy concerning dress, then the first day will be even less confusing. If you are to wear a uniform, make sure it fits, is clean and wrinkle free.

#### **Remembering Names**

Try and remember the names of the people you meet:

- Work on remembering a few each day. Pay particular attention to those people you will be working with directly.
- Write names down and go over them in the evening, or use word association techniques.
- Don't be afraid to ask. Asking someone whose name you remember for someone's name you've forgotten is the least awkward.

#### **What to Expect the First Day**

People may ignore you. They may go on with their business without noticing you are there, or may embarrass you just for fun as an initiation to the workplace. Remember, you will not be the "new" person forever.

People may go out of their way to welcome you to the company.

#### **Surviving the First Day**

- Be humble. Being nervous is natural.
- Be nice to others first. Don't wait for them to be nice to you.
- Have a sincere desire to join the group. Let them know either verbally or non-verbally you want to be a contributing team member.
- Try to do everything in your power to have a positive start.
- Observe what is going on around you in the workplace. This will give you a clearer definition of the way things work.
- If there is any confusion about what you should be doing on your first day, ask!

## The First Week...

### **Build Rapport**

- Make a concerted effort to build rapport with others.
- Building rapport will help you be accepted by co-workers.
- Accept and ask for assistance, graciously.
- Pitch in willingly for tasks when needed.
- Expect to learn tasks from multiple people.
- Not important to wow everyone with your wide array of skills/knowledge.

### **Effective Listening**

- Listen carefully to all instructions you are given. Many will be details on policies/procedures. Observe others' reaction to instruction.
- Don't interrupt.
- Clarify message immediately if unclear.
- Write down the details of complicated messages.
- Pay attention...don't fake it.

### **Characteristics of a Positive Attitude**

- Friendly, open, willing to learn, enthusiastic, a good listener, confident, prompt, courteous, hard worker.
- Be a comfortable person to be around. Communicate openly and freely.

### **Surviving the First Week**

- Expect lots of grunt work. Recognize there are mundane, boring tasks associated with every job.
- Expect the unexpected.
- Begin to develop an idea about the larger world you have entered.
- Own up immediately to mistakes.
- Figure out what are the most important things to learn.

### **What to Expect Within the First Week**

- Completing lots of forms and paperwork.
- Work site orientation.
- Settling into work area.
- Understanding workflow.
- Reading company literature (product catalogues, training material, industry reports).
- Performing grunt work/menial tasks.

## Tips for Adjusting To a New Job

1. Be positive.
2. Ask for help.
3. Don't be a know-it-all.
4. Have a sense of humor.
5. Find a professional mentor.
6. Follow instructions.
7. Read company policies.
8. Determine evaluation policies.

## WORKSHEET

### Here are some signs of a bad behavior:

Talking about the boss

Gossiping

Clocking in late

Calling in sick often

Lying

Abusing the telephone

Leaving early

Refusing to help a co-worker

Breaking rules

Making fun of co-workers

Criticizing the work of others

Using bad language

Dirty clothes

Back talking

Customer complaints

Comments on your attitude

---

## STOP AND THINK

Look at the list above.

1. Are you showing any signs in your workplace? Yes \_\_\_\_ No \_\_\_\_

Explain the signs: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Are your co-workers showing any of these signs? Yes \_\_\_\_ No \_\_\_\_

Explain the signs: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Advancement On The Road To A Promotion

### Tips

1. Keep track of job openings.
2. Talk to your supervisor.
3. Notify the human resources department.
4. Create a network.
5. Develop a good reputation.
6. Create your own job.



## Career Development

Reaching your Personal Goals in Work and in Life

1. Explore job possibilities.
2. Identify your skills and abilities.
3. Know your values.
4. Set a goal.
5. Develop a career path.
6. Write your plan.
7. Find a mentor.
8. Keep a record of your accomplishments.
9. Review your plan.
10. Change your plan when necessary.

## Ten Rules To Remember

1. Don't blame the boss.
2. Don't fight the boss.
3. Use initiative.
4. Accept responsibility.
5. Tell the truth and don't quibble.
6. Do your homework.
7. Be willing to implement suggestions you make.
8. Keep the boss informed.
9. Fix problems when they occur.
10. Put in an honest day's work.



## Resources

Resources and websites to gain more information on materials used for job readiness:

The 411 on Disability Disclosure

[http://www.ncwd-youth.info/wp-content/uploads/2016/10/The\\_411\\_On\\_Disability\\_Disclosure\\_for\\_Adults.pdf](http://www.ncwd-youth.info/wp-content/uploads/2016/10/The_411_On_Disability_Disclosure_for_Adults.pdf)

Job Accommodation Network

<https://askjan.org/>

Career Index

[https://www.thecareerindex.com/dsp\\_intro.cfm](https://www.thecareerindex.com/dsp_intro.cfm)

Skills to pay the bills

<https://www.dol.gov/odep/topics/youth/softskills/softskills.pdf>

Future Ready Iowa

<https://www.futurereadyiowa.gov/resources>

Iowa Works

<https://www.iowaworkforcedevelopment.gov/plan-your-career>

Creating an Effective Resume

[https://www.bucknell.edu/documents/CDC/Creating\\_An\\_Effective\\_Resume.pdf](https://www.bucknell.edu/documents/CDC/Creating_An_Effective_Resume.pdf)

Mock Interview Handbook

<https://www.csuci.edu/careerdevelopment/documents/mockinterviewhandbook.pdf>

Job Search Guide

<https://humanresources.uchicago.edu/fpg/guides/jobseekers/Job%20Search%20Guide.pdf>

Job and Internship Guide

<https://career.berkeley.edu/sites/default/files/pdf/Guide/EntireGuide.pdf>

Federal Resume Guide

<https://www.archives.gov/files/careers/jobs/forms/resume-guide.pdf>

Career Readiness Guide

[https://careers.gmu.edu/sites/career\\_svcs/files/careerReadinessGuide2018\\_19.pdf](https://careers.gmu.edu/sites/career_svcs/files/careerReadinessGuide2018_19.pdf)

The Ultimate Interview Guide

<http://invisibleworkers.org/invisible5/library/ultimate%20interview%20guide.pdf>

Preparing for Interviews- the ultimate guide

[https://career.ku.edu/sites/career.ku.edu/files/files/jobsearch/Interview\\_Guide\\_Accessible.pdf](https://career.ku.edu/sites/career.ku.edu/files/files/jobsearch/Interview_Guide_Accessible.pdf)

Resumes and cover letters

<https://ocs.fas.harvard.edu/files/ocs/files/hes-resume-cover-letter-guide.pdf>

Job Searching using Social Media

<https://careercenter.wustl.edu/wp-content/uploads/2017/08/Job-searching-with-social-media-17.pdf>

Career Manual- Seven Steps to a successful job search

[https://www.lehigh.edu/~inprv/pdfs/Career\\_Toolkit.pdf](https://www.lehigh.edu/~inprv/pdfs/Career_Toolkit.pdf)

Professional Dress for success

<https://www.sph.emory.edu/careers/documents/ProfessionalDressforSuccess.pdf>

Professional Etiquette- Dress

[https://www.sbu.edu/docs/default-source/life-at-sbu-documents/professional-wardrobe-nbsp-.pdf?sfvrsn=9877fb53\\_0](https://www.sbu.edu/docs/default-source/life-at-sbu-documents/professional-wardrobe-nbsp-.pdf?sfvrsn=9877fb53_0)

Benefits of job keeping skills

<https://wmich.edu/sites/default/files/attachments/u91/2014/Keeping%20your%20skills%20current%20at%20work.pdf>

Tips for staying employed

<https://headspace.org.au/assets/Uploads/Resource-library/Young-people/Work-and-study/Getting-a-job-tools/ATTACHMENT-5-JobSmart-How-to-stay-in-a-job.pdf>