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| Staff Assisted Employment Services FunctionsBased on the initial assessment, job seeker will be scheduled to meet 1:1 with staff for Job Search Assistance. Staff will work with job/training seeker to develop a plan to improve the job/training seeker’s employability by addressing identified barriers to employment. ESS should review job/training seeker’s information prior to appointment. Need to review DJL Resume and identify possible job openings before meeting with job/training seeker.1. Greet job/training seeker promptly and courteously.
2. Determine why they are here or what we could do for them.
3. Discuss job/training seeker’s work history, veteran status, education, skills, and barriers to their employment goal (discuss types of previous jobs, length of employment, reasons for leaving is critical).
4. Determine next step in service delivery. The results of this stage will be the provision of one or more of the following core services:
5. Determination of eligibility for additional services
6. Initial assessment of skill levels, aptitude, abilities and
7. Supportive service needs;
8. Resume Assistance;
9. Job development, job search, and placement assistance;
10. Career/vocational counseling;
11. Labor Market Information, employment statistics,

Job vacancy listings, the DJL, and [www.careeronestop.org](http://www.careeronestop.org).1. Performance and program cost information on eligible training providers:
2. Referral to Training Orientation
3. Resource Room usage;
4. Access to internet;
5. Referral to Workshops;
6. Referral to Job Clubs;
7. Computer training; GED classes;
8. Follow-up and retention services
9. Complete on-line applications;
10. Others to be determined.
11. Conduct a basic job search with job/training seeker and make appropriate job referrals.
12. Discuss with the client if additional services are needed and ensure that the jobseeker will not be lost. If needed, schedule a follow-up with jobseeker to ensure positive forward movement, and further assistance.
13. All services must be documented in DJL.
14. Ask questions to see if we met and/or exceeded their expectations. If not met or exceeded, ask them what else we could do to help them. May have to make another appointment with them.

**Resource Room Functions**The Resource Room provides self-service options through staff assisted services and the opportunities to obtain employment through connection to job listings and through enhancement of employability. Staff will coach job/training seekers to:* Learn about labor market information of earnings and openings in the workplace.
* Identify the skills and competency requirements for careers in the labor market.
* Complete paper/on-line applications.
* Prepare resumes and cover letters.
* Conduct career exploration, take assessments and interest inventories.
* Utilize videos, journals and other materials in their employment search.
* Conduct independent job searches.
* Utilize internet resources – DJL, Job Central, VetCentral, Career Infonet, etc.

Service Steps Functions1. Greet jobseeker promptly and courteously.
2. Determine why they are here or what we could do for them.
3. Determine if the jobseeker is a “new” or “returning” jobseeker to the Resource Room.
4. New job/training seeker – Orient the new jobseeker to services and resources available inclusive of the video library, reference materials, DJL and computer programs including other internet job search sites, interest inventories, fax machines, printer and copier.
5. Returning job/training seeker – Direct jobseeker to a computer. Provide staff assistance as appropriate.
6. Provide resume preparation/revision assistance.
* Assist job/training seeker with posting their resumes on the internet through DJL.
* Provide feedback on resumes and tips on preparing cover letters.
* Ensure the step by step handout on creating a resume is at each PC.
* Inform individual that their resume will stay active for 90 calendar days.
1. Support job/training seeker in their search by:
* Verify if job/training seeker is familiar with conducting job search using DJL, if not; instruct them in performing a Basic Job Search.
* Review job listings that are posted in DJL, Delaware State jobs or newspapers.
* Access internet sites for jobs anywhere in the country.
1. Utilize assessment tools, such as Careerscope.
2. Circulate around the room to observe activities of the jobseekers. Provide assistance as needed.
3. Food Stamp Recipients must do one hour job search per month.
4. Customers are not authorized to use any other E-Mail account other than Gmail, in the Resource Room.
5. Ask customers if we met or exceeded their expectations. If not, find out what else we could have done. Perhaps another appointment is needed.

  | Staff Assisted Employment Services DJL Functions1. N/A
2. N/A
3. Review Demographic Information and EDIT where missing information or where there needs to be updates.
4. Update and complete the document as appropriate in Services Quick Entry or Add Service.
5. From Universal Homepage, click on Job Search to conduct a basic job search. Select Job Search parameters. At least one job search should be completed.
6. If this is a onetime service, to go Service/ Training Plan in

DJL, click “Services Quick Entry,” and select Service Type “Job Search Assistance.” If a follow-up with job/training seeker is required, you must **DO THE FOLLOWING STEPS:** a) Go to Service/ Training Plan in DJL. b) Click “Add Service.” c) Select Service Type “Job Search Assistance.” d) Select Status “In Progress.” e) Enter Estimated Start Date.” f) Enter “Estimated End Date.” g) Enter “Actual Start Date” (When service actually  starts). h) Enter “Actual End Date” (When service actually ends). **NOTE: Do not enter a Training Provider or Service**  **Provider.** 1. Go to Enrollment Details and enter notes. Notes should include the who, what, when where, why and how questions of who’s responsible for next step, and time frames.
2. Document information in DJL enrollment notes.

**Resource Room DJL Functions**Service Steps DJL Functions1. N/A
2. N/A
3. Verify if job/training seeker has a DJL Account. If not, guide them to the front desk to have account created.
4. Have them log into their account. From their home page, click on “My Resumes.” There are three are three choices: Build Online, Upload resume, and Copy & Paste Text.

To edit a resume, click on “My Resumes.” Click on Resume title to do a Print Preview, Save as Word or Save as PDF.Click on Status to change from Private, Private (Limited), or Public Disclosure. Public allows potential employers to see all resume info, including all contact information. Public (Limited) allows employers to search all resume information, but only shows client name and email contact info. Private does not allow potential employers to see resume. . Resumes stay active for 90 calendar days. Click the date to change expiration or preferences; or click “Expired” to reactivate. Click “Search Jobs” to search by optional fields.1. Have them log into their account. From their home page, click on Job Search and then click on Quick Search to conduct a basic job search. Select job search parameters. At least one job search should be demonstrated. There are two options, so they will have to make a choice. Choose between Delaware Joblink jobs PLUS jobs (which should be normally recommended) from other sites or Delaware Joblink jobs only.
2. Set them up in an assessment tool, such as Careerscope. Ask them if they have any questions before they start.

 1. N/A
2. Click on Food Stamp Program Job Search from the Services Quick Entry. The Resource Room representative will sign off on the attendance verification form, make a copy and instruct the client to fax it to Social Services. A copy is kept in a designated area in the Resource Room
3. To use E-Mail or to set up an account with Gmail, just go to www.Gmail,com and set-up an account.
4. Perhaps a follow-up is needed. May have to make additions to Services Quick Entry or Add Services.

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