

# USING THE JOB SEARCH MAP

## *A Desk Aid*

### The Purpose of the Job Search Map

The purpose of the Job Search Map is to help you and the customer assess her current employment situation and develop a plan for finding and keeping a job. Completed correctly, the Job Search Map serves as a tool to:

- Identify the customer's interests, needs, skills, and strengths.
- List opportunities for improvement.
- Address weaknesses in her job search.
- Highlight the benefits of furthering one's education and/or working.
- Develop an employment plan.
- Determine when the services of a Personal Service Representative (PSR) should be offered to the customer.

### When to Use the Job Search Map

Use the Job Search Map when assisting customers:

- Referred from HHSC to attend an orientation required to receive TANF and/or Food Stamp benefits
- Referred to Workforce Solutions by a probation or parole officer and tagged as RIO in TWIST
- Requesting short term financial aid under \$200 a year who do not have a job or job offer at the time they first receive this financial aid.
- Requesting short term financial aid under \$200 who have a job offer or a job but have been unable to keep a job.
- Receiving expanded service and tagged in TWIST under any fund source.

The Job Search Map serves as the official employment plan for any customer not in training. Customers with long term career plans including training must have more detailed plans that include goals, interim goals, and timelines for progress. PSRs enter this information under the Employment Plan tab in TWIST.

### Guidelines for Using the Job Search Map

- Show the customer the Job Search Map and explain its use. Tell her you are going to complete it during your discussion, and she will receive a copy at the conclusion of the interview.
- Use the electronic form (in Word) and type answers to the questions on the Map during your conversation with the customer. Note: A more attractive printed copy of the Map is found in the COIN system. Use that copy for customers who do not need an employment plan in TWIST but would benefit from answering the questions on the Map.
- Start by asking the questions on the first page of the Map.
  - Be prepared to provide information and suggestions to help the customer identify the type of work for which she qualifies, how much she is likely to earn; and opportunities for advancement in a chosen field.
  - You may need to help the customer identify transferable skills, and practice communicating her qualifications in an interview.
  - Be prepared to discuss job search strategies and next steps. Use the Work Search Assessment Desk Aid to further assess the customer's job search methods.
  - If the customer is unable to decide what work to seek, refer her to a PSR for counseling, testing, community service work, training opportunities, and other services.

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- Complete the second page of the Map, titled “Education,” when education or training is part of the customer’s plan for a successful career.
- Complete the third page of the map, titled “Keeping a Job,” if the customer indicates she finds jobs easily but does not stay employed.
- Avoid typing or turning away from the customer while she is speaking. When you’re satisfied with the answer to a question, or you determine the question is not relevant to the situation, take a few seconds to type the answer on the Map.
- At the conclusion of the interview, review the next steps you and the customer will take. Print a copy of the completed Map and present it to the customer. Paste the e-version into the counselor notes in TWIST. This serves as the employment plan for any customer not in training.
- After pasting the Job Search Map into TWIST, **add a brief note to summarize the plan and explain why you and the customer decided on those particular steps.**

### Examples:

*If Mindy doesn’t find a job after looking on her own April 7 to 12, she will attend our interviewing workshop April 14 because she says she gets nervous in job interviews. I think regular contact with Mindy will help her succeed, so we’ll meet again on April 21 to discuss her progress.*

*Jon’s hard hat, steel-toed boots, and safety glasses were stolen from his car the second day on his new job at KC construction. His foreman told him he can’t come back to work without these safety items and gave him three days to return before terminating him. Jon went to the Salvation Army and Christian Ministries, but neither organization was able to help. I gave him a \$140 gift card to replace the items, and encouraged him to keep his car doors locked.*

*I provided Sally with an orientation to Workforce Solutions. She states she is not interested in looking for work at this time, and she can’t explain why. She understands she may lose her benefits if she does not cooperate. I suggested Sally speak with a PSR, but she declined. I gave her my card and encouraged her to call if she changes her mind.*

*I’ve scheduled Carlos for the resume workshop on April 7. I think it’s important he go to the workshop and update his resume before we refer him out, so I will have job leads ready to discuss with him after the workshop. Since Carlos has a felony conviction, we’ll also discuss how he can answer that question on a job application and how he can talk about it in an interview. We’ll meet again on April 14 to discuss his progress.*

- If something changes that affects what’s in the Job Search Map, make the changes on the Map and add a counselor note explaining what was changed and why.
- The Job Search Map is a multiple use tool. Used correctly, it serves as a discussion guide, employment plan, job readiness assessment and initial case note.