

Getting to Know Job Seekers

BRINGING EMPLOYMENT FIRST TO SCALE

ISSUE TWO
FEBRUARY 2020

What does getting to know a job seeker mean?

Getting to know a job seeker means finding out what's important to the person. It also means identifying their talents and their support needs.

Why is getting to know a job seeker important?

Knowing more about a job seeker is key for identifying job search criteria leading to an optimal job match.

What should I do to get to know a job seeker?

Ask a lot of "what" and "why" questions, and be a good listener. Spend time with and observe the job seeker at home, in workplaces, and in other community settings. Talk with their family members, friends, and acquaintances.

What's an example of observing a job seeker?

Arrange for job trials in local businesses. You'll learn what works best for the person you support, including preferences for work settings, job duties, and work culture.

What if the job seeker has idealistic expectations about jobs?

Dig deeper into the motivation, drive, and vision behind the idealistic expectations. Identify jobs that best align with those expectations, and explore those options with the job seeker.

How will I know that I've done a good job?

You will have achieved a clear vision about the criteria for finding the best job match for that specific person.

What else can I do?

A sample of employment consultants reported investing an average of 32 minutes per day in getting to know job seekers (see chart). Is that enough? How much time do you invest in observing job seekers to get to know them? Discuss the chart with your team.

This product was developed by ThinkWork at the Institute for Community Inclusion, UMass Boston in partnership with the Institute on Community Integration at the University of Minnesota, with funding from the National Institute on Disability, Independent Living, and Rehabilitation Research, grant # 90RT5028 and #90RT5019. This content does not necessarily represent the funder's policy.

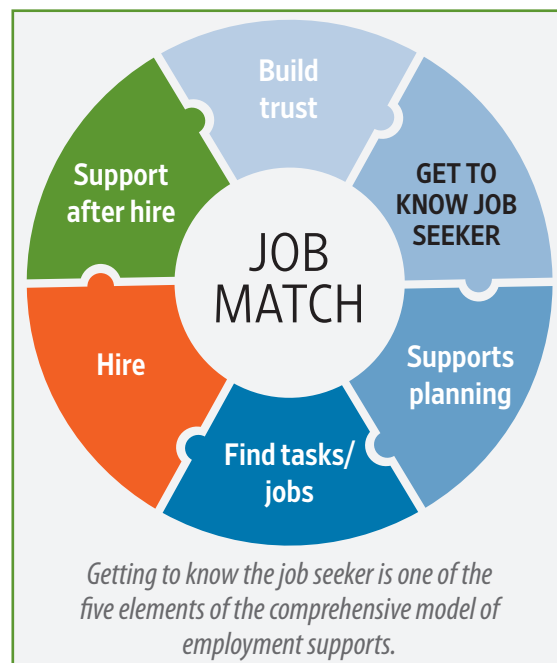
SUGGESTED CITATION

ThinkWork (2020). Getting to know job seekers. Bringing employment first to scale Issue 2. Boston, MA: University of Massachusetts Boston, Institute for Community Inclusion.

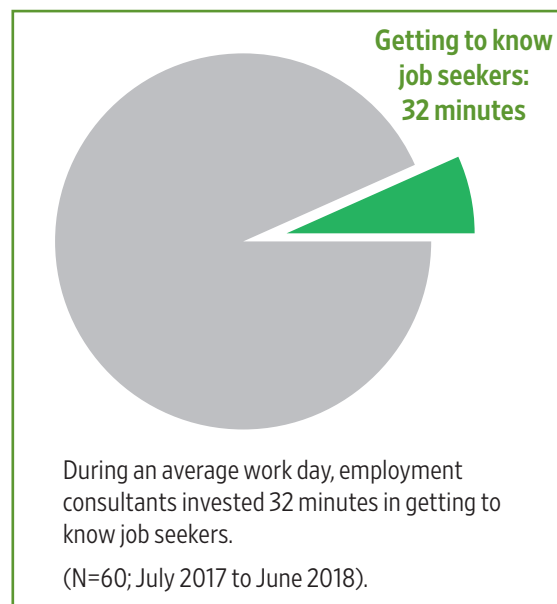


rtc on community living

INSTITUTE on COMMUNITY INTEGRATION | UNIVERSITY OF MINNESOTA



...so I began to ask him questions like why he enjoyed being an artist so much. And he came up with some very interesting answers: he said that he liked solitude, the ability to work in a quiet place, and that he liked to work in great detail and make sure that everything was exactly just right...



www.thinkwork.org/rtc/eec