

# Job-Seeker Handbook



Dear Job Seeker:



Welcome!

Congratulations on choosing Network2Work in the Valley to assist you on your path to a career that can increase your income. We are happy to be working with you.

We will work with you and connect you to our Network2Work in the Valley providers who stand ready to offer you the training and support you need to get to where you are trying to go. Our providers offer a broad array of resources, including training, childcare assistance, transportation, legal assistance, and many other services you may need for your success.

More importantly, we stand ready to vouch for you with the employer who has the job you are pursuing. You have likely heard the saying, “It’s not just what you know, it’s who you know.” We know local employers, and we will get to know you. In order to “put in a good word for you” with that employer, you will need to demonstrate your accountability and your initiative toward your career goal. In the pages that follow, we lay out our expectations and your responsibilities.

Thank you for choosing us to assist you on your career path.

The Network2Work in the Valley Team  
Shenandoah Valley Workforce Development Board

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## **How Network2Work in the Valley Works:**

It all starts with a job. Not just any job—a quality job. Network2Work in the Valley talks directly with employers to understand the jobs they have and the wages they pay and the benefits they offer.

We are committed to connecting you with a job you have chosen that pays a decent wage and leads to a career. Once you have selected the job you want to pursue, we work with you to identify the resources you may need to help you get and keep that job—resources like training, quality childcare for your children, reliable transportation, legal assistance, health care and more. We have dozens of resource providers in our network ready to assist you.

We have helped your neighbors find quality jobs, and we are ready to help you. However, your success depends on one person—you. We can want a quality job for you, but we can't want it more than you do. Keep your eye on your destination, keep moving forward and you will get there. And we stand ready to walk with you along the way.

## **Charting your Pathway:**

- When you enrolled, we determined the resources you will need to succeed. We sent referrals to the “best fit” providers to get you those resources, so they know you are coming. And we set dates for you to connect with each of them. These providers can help you stay on track to secure the job you are pursuing. This is your “pathway” to a better job and career.
- You can access your pathway by logging in with your email address at [n2work.org](http://n2work.org)

- **Responsibility:** Question any part of the process you do not understand at the time. If you have questions that arise after you enroll, contact your Coach.
  - **Importance:** We want to serve you the best way we know how. If you are confused about the process, we may not end up serving you the best. So please ask questions.
- **Responsibility:** Be honest with us. We cannot help you address issues unless we know about them. If your situation changes or you forgot to mention a challenge during your enrollment, you really need to reconnect with us and let us know.
  - **Importance:** We cannot connect you with a provider who can address your needs if we don't know about those needs. If the need remains unaddressed, it will affect whether you can get and keep your chosen job.
- **Responsibility:** PLEASE let us know if you need additional help as soon as you know. We understand if you want to “take care of it yourself,” but the sooner we know, the sooner (and cheaper) we can help.
  - **Importance:** We may not be able to help you if a problem has dragged out for too long.

### **Job Seeker Coaches:**

- We want you to travel the pathway we have charted for you—we want you to succeed. To help you along your pathway, we will assign a Job Seeker Coach.
- **Responsibility:** Your Coach will check in with you regularly. Please let them know if you experience any difficulties accessing the providers along the pathway, or if you have needs that arise after you enrolled with Network2Work in the Valley

- **Importance:** We understand that sometimes it's hard to ask for help. Let your Coach know if you're experiencing difficulty or else we may not be able to keep you on track to your job and career.

### **Meeting with your Pathway Providers:**

- We have partnered with the providers along your customized pathway to serve you. For us to vouch for you to an employer, you need to meet with each and every Essential provider by the dates given to you. This provides you with the best chance of success.
  - NOTE: Your pathway may contain both Essential resources (those that are critical for you getting the job you have chosen) and Helpful resources. By using the Essential resources toggle on your pathway, you can focus on just those resources.
- You can access your customized pathway from the internet, so that it's available on your phone or computer. You have received an email invitation to log into your pathway. Click the link in the email, reset your password to something you'll easily remember, and you will have access. Follow your pathway and we can help you get where you're going!
- Providers know that we have referred you to them using technology we developed to serve you best.
- **Responsibility:** Meet with each provider by the due date shown on your pathway. Take the following to your meeting with each provider:
  - It's very important that you tell the provider you are with Network2Work in the Valley. You can show them the pathway from your email or show them your pathway on your phone.
  - Documents the provider has requested. These will be listed in the email you receive from us and on your pathway on your phone.

- **Importance:** We will not be able to vouch for you with the employer if you don't complete the pathway, which will make it more difficult for you to secure the job you are seeking.
- **Responsibility:** Meet all scheduled appointments with providers on time. If you cannot make an appointment or are running 15 minutes late you must contact the provider to reschedule your appointment.
  - **Importance:** If you miss appointments without letting the provider know in advance, the provider may no longer be able to assist you. As important, if Network2Work in the Valley job-seekers miss appointments, the provider may decide not to work with us in the future, meaning other people might not get the services of the providers because you did not call to reschedule. So please do not miss appointments.

## **Training:**

- If you choose a job that requires training, it is critical that you follow through with that training. Training provides you with more value in the eyes of the employer. In order to get employers to hire you for a job that pays better than the one you have; you need skills that demonstrate your value.
- Examples of skills training: Commercial Driver's License (CDL), Bus Driver, Nurse Aide, Phlebotomy Technician, Certified Medical Assistant, Registered Medication Aide, Solar Installer, Plumber, Electrician, HVAC Technician
- **Responsibilities** related to training:
  - To treat the training like a job.
  - To do your best to attend **all** scheduled class days **on time** and follow the instructor's attendance policy. If the attendance policy allows for

absences, you will follow the instructor's directions on how to report absences.

- To seek assistance from Network2Work in the Valley if you are struggling with classroom work. A tutor may be available to assist you.
- To conduct yourself in a professional manner.
- To communicate with your instructor and fellow classmates with appropriate verbal and non-verbal language.
  - **Importance:** If you do not complete your training, we cannot vouch for you with the employer and we will not be able to assist you in getting the job you are pursuing.

### **Requests for Assistance:**

- We want to help you maintain your progress along the pathway to a better job and career. Sometimes, that means that you may need assistance along the way. Please let us know when you are facing a financial or other hardship that might prevent you from succeeding.
- We can help with financial needs as well as other requests, such as finding a lawyer, lining up childcare, getting glasses, and connecting you to training.
- Due to the volume of requests we get, it can take up to THREE WEEKS to review your request after all required documents are received. Please be patient. We will email you status updates—please do not call the office because it just slows down the process. APPROVAL IS NOT GUARANTEED.
- **Responsibility:** You are responsible for reporting financial assistance needs as soon as you are aware that you need help. Do not be afraid to ask.



- **Importance:** If you wait until the last minute to let us know you have a need, we may not be able to help, and you will not receive financial assistance.
- **Documents:** Your Coach will let you know what documents we need to be able to provide financial support. We cannot begin to review your request until all required documents are submitted. This may include a letter from your landlord, auto repair estimate, or other signed materials.
- **Requirements:** We cannot begin to review your request if you have Past Due flags on your pathway. We require that you meet with your providers and Coach as scheduled.
- **Responsibility:** Anyone applying for financial assistance may be scheduled for a financial or life coaching appointment. You are responsible for attending the appointment.
  - **Importance:** If you do not attend the appointment or follow-up with your appointments or Job Seeker Coach as requested, you will no longer be eligible for financial assistance.

### **Applying for your chosen Job(s):**

- To give you the best chance of securing the job you are seeking, we can put in a good word for you with your chosen employer(s) after you complete your pathway and are marked as “Job Ready.”
- Once we confirm with you where you will be applying, we can vouch for you with the employers we know. That will give you the best opportunity to get the job.
  - **Importance:** Of course you may apply for jobs on your own, but you can benefit from our experience with employers to position you best to get the job.
  - **SPECIAL NOTE.** Once you have applied for your chosen job(s), let us know! Network2Work in the Valley’s Employer Director will then let the employer know that you have applied and encourage the employer

to invite you for an interview. You receive great benefit from having our program vouch for you. This is one of the most important aspects of the Network2Work in the Valley approach.

- **Responsibility:** If you do not hear from the employer within two weeks of applying, contact us to request information from the employer on your behalf.
  - **Importance:** Sometimes employers lose track of applications. If we don't hear from you, we cannot follow up with the employer to continue to work on your behalf.
- **Responsibility:** When granted an interview, make sure to follow this checklist:
  - Wear appropriate interview clothes (no T-shirts, jeans, shorts/short skirts, low-cut shirts, sneakers). We can provide interview clothing if you don't have any.
  - Copy of résumé
  - Phone on silent
  - ID card/driver's license
  - **Importance:** Being prepared for your interview lets the employer know you're prepared to accept the job.
- **Responsibility:** After you interview with an employer, send a thank you email and report your interview to us. Network2Work in the Valley can help you with the thank you note if you wish.
  - **Importance:** Sending a thank you shows the employer how much you want the job and can help you receive an offer. Letting us know you have interviewed provides Network2Work in the Valley with another opportunity to reach out to the employer to vouch for you.

## Job Reporting:

- We will continue supporting you even after you've gotten your chosen job. In order to do that, we need to know where you got employed.
- **Responsibility:** Once you have obtained a job with a Network2Work in the Valley employer or another employer, please, please, please notify your Job Seeker Coach by phone or email to let us know and celebrate your success.

## Network2Work Expectations of Job-Seekers

Network2Work in the Valley (Network2Work) is committed to unleashing human happiness by equipping our job seekers with the skills and opportunities to improve their lives through quality employment. To achieve this goal, we strive to help job seekers realize their potential, improve their employability, and move forward in their careers.

One of the essential forms of support Network2Work offers is “vouching” for our job-seekers when they pursue jobs with our employer partners. When Network2Work vouches for a job-seeker, we must have confidence in the conduct and attentiveness of that individual. The most immediate way each individual demonstrates these abilities is through their behavior and interactions with our office. If a job seeker has a record of poor conduct, difficult communication, dishonesty, inattention or aggression, our program can’t vouch for that job-seeker, at which point our program is no longer a good match for that job seeker. If a job seeker is not a match for our program, they may be subject to withdrawal from Network2Work.

Every job seeker is presumed to have sufficient maturity, intelligence, and concern for the rights and values of others to demonstrate conduct that aligns with the Network2Work Code of Conduct. **Enrolling in Network2Work represents a voluntary decision on the job seeker’s part to abide by the Network2Work Code of Conduct.** It is the job seeker’s responsibility to become familiar with the Network2Work Code of Conduct.

The following conduct, which is not all-inclusive, indicates an individual job seeker is not eligible for an employer referral and thus cannot benefit from the goal of Network2Work, which is to help improve lives through quality employment:

1. Failure to provide accurate information upon the request of Network2Work.

2. Failure to make progress along their charted pathway, as demonstrated by "Past Due" flags, despite repeated attempts by Network2Work to keep them moving.
3. Intentionally providing false information on any form, application, or written document.
4. Intentionally making false material statements to Network2Work staff.
5. Forgery, alteration, or misuse of any documents, records, equipment, or identification.
6. Failure to return Network2Work property in a timely fashion after being requested or according to the agreed return date.
7. Violating written agreements between the job seeker and Network2Work.
8. Obstructing or acting in a manner disruptive or disturbing to the normal functions of the program.
9. Any disruptive behavior that interferes with a staff member's ability to assist other job seekers.
10. All forms of violence, threatening behavior, verbal/non-verbal harassment, physical and/or psychological abuse, stalking and/or conduct that threatens or endangers the health and safety of any person. This includes harassment and threatening behavior using email, telephone, and social media sites.
11. All forms of sexual harassment and sexual assault.
12. Engaging in any type of lewd or obscene language or conduct on Network2Work premises.
13. Stealing, concealing, defacing, or damaging Network2Work property or the property of a member of Network2Work staff or program visitor.
14. Unauthorized entry to or use of Network2Work premises, including the failure to leave any of the offices after being requested to do so by an authorized Network2Work employee.
15. Using Network2Work resources without being properly registered and enrolled.
16. Possessing, using, selling, or distributing illegal drugs or controlled substances as defined by Virginia law.

17. Activating a fire alarm, making a threat to bomb or damage Network2Work property, or encouraging others to commit such an act.
18. Failure to comply with lawful directions of Network2Work staff acting in performance of their duties.
19. Violations of the Code of Conduct or of other program policies or regulations.

Any staff member may file a report(s) of misconduct against a job seeker. The report(s) of misconduct shall be submitted in writing to the Program Director within ten (10) business days of the point at which the misconduct occurred or within ten (10) business days of the point at which the misconduct could reasonably have been known to occur. After a report has been issued, it is up to the discretion of the Program Director to determine the next course of action regarding potential withdrawal.