

✓ Easy Reading

# Find a Job

## Help for Career Advisors



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## Career Advisors and Tutors

*Easy Reading Find a Job* encourages adults with low literacy skills or English as a Second Language to seek the support of a career advisor or tutor to help them through the steps of landing the job they want. This publication, written at a Grade 4 reading level, will cover important topics such as

- how to write a resumé
- where to look for their job
- how to write a cover letter
- how to fill out print and online application forms
- how to have a good interview
- what to do after a job offer
- what to do if there's no job offer

*Easy Reading Find a Job: Help for Career Advisors* is a complementary online resource to help advisors and tutors walk their clients through each step of the *Easy Reading Find a Job* publication. It includes related exercises for each primary objective, notes and topics for discussion, optional activities to do with clients and links to readily available resources.

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Other Easy Reading products that may be of interest are

- *Easy Reading Work and You Book 1: Make Some Choices*
- *Easy Reading Work and You Book 2: Decide on a Job*
- *Easy Reading Work and You: Help for Career Advisors*

You can find these products at **[alis.alberta.ca/ERadvisors](http://alis.alberta.ca/ERadvisors)**.

Check out these related resources on the Alberta Learning Information Service (ALIS) website:

### **[alis.alberta.ca/career](http://alis.alberta.ca/career)**

This section includes useful self-assessment tools and career planning resources and services.

### **[alis.alberta.ca/occinfo](http://alis.alberta.ca/occinfo)**

OCCinfo provides information on Alberta occupations and educational programs, including

- duties and working conditions
- educational and certification requirements
- employment outlook and advancement opportunities
- wage and salary ranges

This publication is available to download or order online at **[alis.alberta.ca/publications](http://alis.alberta.ca/publications)**.

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# About this guide

Find a Job encourages adults with low literacy skills to seek the support of a career advisor or tutor to help them through the steps of finding work. Find a Job Help for Career Advisors is an online guide for career advisors and tutors to help and support clients.

Each chapter in the guide

- outlines the objectives of each step, as well as related exercises and corresponding page numbers from Find a Job
- provides notes for advisors and topics for discussion with clients.
- provides optional activities to do with clients
- has links to readily available resources

## Who is this guide for?

The terms “career advisor,” “tutor” and “client” are used in this guide. In fact, the content of this guide is applicable to anyone helping adults with low literacy skills take the steps to land the job they want. If clients do not know what their occupational goal is, then they should be directed to *Work and You Book 1: Make Some Job Choices* and *Work and You Book 2: Decide on a Job*. These are available at [alis.alberta.ca/publications](http://alis.alberta.ca/publications).

Find a Job was developed to help adults with low literacy skills or English as a second language land the job they want. Although every effort has been made to write Find a Job at a Grade 4 reading level, the level may be higher at times because of the need to include difficult words essential to finding work.

## About other resources for advisors

Some of the other resources mentioned in this guide are not designed as easy reading material. However, they may contain useful information for your clients. You can also get them online at [alis.alberta.ca/publications](http://alis.alberta.ca/publications), or pick up copies at any Alberta Works Centre.



# About Find a Job

Find a Job takes clients through the steps of finding the job they want. Since clients using this resource already know what job they'd like to pursue, Find a Job shows them

- how to write a resumé
- where to look for their job
- how to write a cover letter
- how to fill out print and online application forms
- how to have a good interview
- what to do after a job offer
- what to do if there's no job offer

The fictional stories of Jeff, Susan, Omar and Mary are used throughout the book to add interest, offer examples and provide deeper understanding of some of the concepts. Each fictional character is looking for one of 24 jobs outlined in the Easy Reading Job Profiles at [alis.alberta.ca/easyreading](http://alis.alberta.ca/easyreading). You may wish to refer clients to these descriptions so they can better understand the examples.



## Find a Job icons



**DEFINITIONS** explain terms used in Find a Job that clients may be unfamiliar with. These terms are identified in bold and in this colour and are also defined in the online Easy Reading Dictionary at [alis.alberta.ca/ERdictionary](http://alis.alberta.ca/ERdictionary).

Supplemental terms have been identified in **bold and black**. These definitions can also be found in the Easy Reading Dictionary, but are not explained within the publication.



**TIPS** offer extra information to help clients complete a task successfully.




**REMINDERS** help clients recall important information.



Identifies an area where clients may wish to use a pencil and eraser to write down answers to questions.

# Get ready

Client Objective	Related Exercise
State their desired job	 <b>Get ready</b> p. 4

## Note for advisors

While this section is not part of the steps, it introduces the characters and icons. Most importantly, it allows clients to write down the job they want.

## Get ready

In this exercise clients can follow the example of the fictional characters and write down the job they want.

## Note for advisors

If clients do not know what their job goal is, direct them to *Work and You Book 1: Make Some Job Choices* and *Work and You Book 2: Decide on a Job*. These are available at [alis.alberta.ca/publications](https://alis.alberta.ca/publications).

## Other resources for advisors

ALIS publications at [alis.alberta.ca/publications](https://alis.alberta.ca/publications)

- *Advanced Techniques for Work Search*
- *Easy Reading Looking for a Job*
- *Work Search Basics*
- *Working in Alberta: A Guide for Internationally Trained and Educated Immigrants*

ALIS Tips at [alis.alberta.ca/tips](https://alis.alberta.ca/tips)




- Over 45 and Looking for Work?
- Plan for Success - A Tip for Job Seekers with Disabilities

Online resources at [alis.alberta.ca](https://alis.alberta.ca)

- Alberta Work Search Online at [alis.alberta.ca/worksearch](https://alis.alberta.ca/worksearch)
- Alberta Works Centres at [alis.alberta.ca/awc](https://alis.alberta.ca/awc)
- The Alberta Career Information Hotline at [alis.alberta.ca/hotline](https://alis.alberta.ca/hotline)

# STEP

## How to write a good resumé

Client Objective	Related Exercise
1. Identify the skills and traits needed for their desired occupation 2. Identify their own skills, traits and goals	 <b>Think about your skills, traits and goals</b> p. 6
3. Identify which type of resumé works best for them	 <b>Choose the right resumé for you</b> p. 20
4. Write a resumé	 <b>Write your resumé</b> p. 21

### Think about your skills, traits and goals

In this exercise, clients will

1. develop the vocabulary needed to fill out parts of their resume
2. explore the skills and traits needed for the job they want
3. match these identified skills and traits to their own skills
4. identify their job goals

### Notes for advisors

- Reassure clients that the amount of work invested in this exercise will help them not only to write their resumé, but cover letters and application forms as well. It will also prepare them for interviews. Encourage them to refer back to this exercise throughout their job hunt.
- To help clients understand the difference between skills and traits, Find a Job uses “I can/I am” prompts. The “I can” prompt should be followed by a verb and an optional direct object, such as “I can dust” or “I can follow directions.” The “I am” prompt should be followed by an adjective, such as “I am helpful” or “I am friendly.” Clients can use these answers for their resúmes and application forms.

- The exercise encourages clients to list more of their skills and traits than may be directly needed for their job. However, these skills and traits may be added to the “Other” section of a resumé. Jeff’s resumé on page 15 gives an example of this.
- Jeff’s example on page 7 and Mary’s example on page 10 show clients how they can fill out the exercise. If clients still have difficulty determining the skills and traits of a job, direct them to the Easy Reading Job Profiles. For more detailed information on more than 500 Alberta occupations, visit OCCinfo at [alis.alberta.ca/occinfo](http://alis.alberta.ca/occinfo).
- Encourage clients to think about non-work activities where they may have developed skills or traits. Hobbies, volunteer experience or work with service groups such as Scouts or Girl Guides all provide opportunities for developing employment-related skills and traits.
- The “goals” section of this exercise will prepare clients to answer interview questions. You can discuss with clients the need to be able to talk about one or two goals with prospective employers as an indication of the client’s commitment to the position.

## Other resources for advisors

ALIS publications at  
[alis.alberta.ca/publications](http://alis.alberta.ca/publications)

- *My Choices, My Work, My Life*
- *Workability: What you need to get & keep a job*

ALIS Tips at [alis.alberta.ca/tips](http://alis.alberta.ca/tips)

- Do You Have the Skills Employers Want?
- Overqualified? Make the Best of Your Experience!
- Put Your Experience to Work
- Volunteering: Putting Your Volunteer Experience to Work
- Volunteering: Six Ways Volunteering Can Boost Your Career



## Choose the right resumé for you

In this exercise clients will

1. identify what type of resumé is best for their needs
2. identify which resumé template is right for them

### Notes for advisors

To keep difficult vocabulary to a minimum, the terms for the three basic types of resúmes have been changed. If your clients are at a higher level or are already familiar with other terms, you may reinforce the terms here. For Find a Job

- Timeline = Chronological
- Skills = Functional
- Blended = Combination

Clients may feel that more than three sentences in this exercise apply to them. Encourage them to choose the resumé style that best fits their life and work history.

### Other resources for advisors

ALIS Tips at [alis.alberta.ca/tips](https://alis.alberta.ca/tips)

- Resumés
- The Functional Resumé - Focus on What You Can Do

Online resources at [alis.alberta.ca](https://alis.alberta.ca)

- e-Resumé Review Service at [alis.alberta.ca/eresume](https://alis.alberta.ca/eresume)
- Resumé Types at [alis.alberta.ca/resumetypes](https://alis.alberta.ca/resumetypes)

## Write your resumé

In this exercise clients will

1. make a rough or first draft of their resumé
2. transfer information from the Your skills, traits and goals exercise
3. collect and transcribe details from their work, education and training history
4. make a good copy of their resumé

### Notes for advisors

- Encourage your clients to gather their work, education and training history before they meet with you to work on this section. This will allow you to help them with the accuracy of the details.
- Building a good resumé with accurate information takes time, particularly for someone with a varied work history. Nevertheless, the document they create will help them fill out application forms and answer interview questions. Let your clients know that writing a good resumé is a longer process and may not be completed in one session.
- If clients have access to computers, it may be helpful for them to do their first copy directly on the computer.
- Your clients may need help grouping their skills if they are writing a skills or functional resumé. Groupings may differ for each job. However, each job often has a group specifically for the job (sales, kitchen or cleaning skills) as well as communication skills, which we've termed people skills for Find a Job.

- You may choose to discuss with higher level clients how their resúmes may be adapted to more specifically fit a particular job ad. However, the goal of this exercise is to create a resumé which clients can use for most possibilities. They will address the requirements of specific job ads in their cover letter.

### Other resources for advisors

ALIS publications at [alis.alberta.ca/publications](https://alis.alberta.ca/publications)

- *Work Search Basics*

ALIS Tips at [alis.alberta.ca/tips](https://alis.alberta.ca/tips)

- Marketing You!
- Requesting a Reference: Who and How to Ask
- Resumé Checklist
- Use Action Words to Get the Job

Online resources at [alis.alberta.ca](https://alis.alberta.ca)

- My Work-Specific Skills
- Resúmes & More
- Resumé Master
- Resumé Writing
- Special Circumstances and Potential Resumé Problems
- Work Search Plan and Record

# STEP 2

## Where to look for a job

Client Objective	Related Exercise
1. Identify where they can find job ads	 <b>Make a job search plan</b> p. 33
2. Identify hidden networks and where they may be found	 <b>Making a networking plan</b> p. 39
3. Explore how to pursue a job lead	 <b>Follow that job lead!</b> p. 40

### Make a job ad search plan

In this exercise, clients will

1. identify places to look for a job
2. make a plan to look for jobs at these identified locations

#### Notes for advisors

- Jeff and Susan both make job ad search plans. Jeff relies on more traditional methods, while Susan, who is computer literate, explores online possibilities.
- Under their charts, both Jeff and Susan give descriptions of how they fulfill their plan. As clients consider the methods most appropriate for themselves, they may wish to strike through those they do not find useful.

- Encourage clients to think of other methods that may help them, such as bulletin boards at local grocery stores.
- While discussing job ad scams, you may encourage clients to think of other locations where these scams may appear, such as posters, flyers and email or text spam.

#### Other resources for advisors

ALIS Tips at [alis.alberta.ca/tips](http://alis.alberta.ca/tips)

- Find Work That “Fits”
- Finding Out: Get the Information You Need
- Finding Work Opportunities
- Finding Work With a Criminal Record
- Rural Routes: Work Search in Rural Alberta
- Using the Internet for Work Search: Finding jobs and work opportunities

- Using the Internet for Work Search: Getting started
- Work Search Help

## Make a networking plan

In this exercise, clients will

1. identify hidden networks where jobs may be found
2. make a plan to explore their network for the job they want

### Notes for advisors

- Omar and Mary both make networking plans. Omar relies strictly on word-of-mouth, while Mary uses online methods.
- Point out to clients that Omar and Mary don't simply say they are looking for a job. They tell their family, friends and neighbours what kind of job they want. Like your clients, these fictional characters are looking for a specific kind of job. This should make job leads more specific.
- As in the previous exercise, both Omar and Mary give descriptions of how they fulfill their plan under their charts. As clients consider the methods most appropriate for themselves, they may wish to strike through the methods they do not find useful.
- Encourage clients to think of other networking methods, such as a language class, sports club, volunteer experience or group hobbies such as scrapbooking, woodworking, etc.

## Other resources for advisors

ALIS Tips at [alis.alberta.ca/tips](https://alis.alberta.ca/tips)

- Find Work by Contacting Employers Directly
- Managing Your Social Media Identity
- Networking
- Networking Online
- Using Social Media for Work Search

## Follow that job lead!


In this exercise, clients will explore the questions needed to fully take advantage of a job lead.

### Notes for advisors

- Have your clients underline Omar's questions. Do they feel these are good questions to ask? How can your clients change these questions for a job lead they may have? Are there questions Omar missed?
- One question Omar did not ask was "Do you know how much they pay?" This may be an ideal time to discuss when one can discuss questions about pay.
- As an optional activity, give your client a job lead scenario and allow your client to ask you or another client some job lead questions.

# STEP

## How to write a good cover letter

Client Objective	Related Exercise
1. Write an effective cover letter	 <b>Write a cover letter</b> p. 45

### Write a Cover Letter

In this exercise clients will

1. create a cover letter for a specific job ad.

#### Notes for advisors

- Give clients advance warning about this exercise to allow them to find a job ad. You may also wish to bring in the classified section of local newspapers or access some online job banks for job ad examples.
- Clients may need help identifying key words. Refer them back to discussion in the previous exercise.
- Show clients how the formatting of their contact information or letterhead on their resumé can be cut and pasted for their cover letter.

#### Other resources for advisors

ALIS Tips at [alis.alberta.ca/tips](https://alis.alberta.ca/tips)

- Cover Letters
- Cover Letters - Opening the Door to an Interview



Online resources at [alis.alberta.ca](https://alis.alberta.ca)

- Cover Letters and Emails
- Online Job Postings



# STEP

## How to fill out application forms

Client Objective	Related Exercise
1. Learn how to fill out a print application form	 <b>Fill out a printed application form</b> p. 52
2. Learn how to fill out an online application form	 <b>Fill out an online form</b> p. 58

### Fill out a printed application form

In this exercise clients will use their resumé to fill out a printed job application form.

#### Notes for advisors

- You may wish to pick up some application forms from local businesses to offer as other examples for your clients.
- Inform your clients that they can ask for two copies of an application form from prospective employers. They can practise on one form and hand in a good copy.
- Ensure your clients have their resumé on hand before this exercise. Show them how the time they spent filling out their resumé is now paying off. It should contain all the information they need.

#### Other resources for advisors

ALIS publications at [alis.alberta.ca/publications](http://alis.alberta.ca/publications)

- *Easy Reading Employment Law Protects Workers*

ALIS Tips at [alis.alberta.ca/tips](http://alis.alberta.ca/tips)

- Disclosure: What to Say About Your Disability - and When
- Filling Out Employment Application Forms
- Human Rights and You: What Can Employers Ask?

## Fill out an online form

In this exercise, clients will

1. use the information they learned about online symbols for application forms
2. use their resumé to fill out an online job application form

### Notes for advisors

- If you do not have computer access but you wish to show your clients how to fill out an online form, you can use the example in the workbook on page 56.
- If you do have computer access, have your clients practise filling out an online form at any of the job banks listed on **alis.alberta.ca/jobbanks**. You can take your client through the process up to the point of submitting it.
- You may want to print off the form after they have completed it, as future reference.
- Again, ensure your clients have their resumé on hand to complete this exercise.
- Demonstrate to your clients the copy and paste options of the computer they are using. If their resumé is digitally accessible, they can fill out the form fairly simply.
- As an optional activity, you may wish to show clients how to attach their digital resumé to their email. To complete the exercise, have them copy and paste their cover letter into the body of the email.



### Other resources for advisors

ALIS Tips at **alis.alberta.ca/tips**

- Applying for Work Online

# STEP **5**

## How to have a good interview

Client Objective	Related Exercise
1. Learn how to answer the subtext of an interviewer's question	 <b>Think like an employer</b> p. 68
2. Learn the common questions an interviewer may ask	 <b>Practise answering interview questions</b> p. 70
3. Learn how to answer them	

### Think like an employer

In this exercise, clients will

1. learn that some stated questions have subtexts
2. learn to think about what these deeper questions might be
3. practise answering these types of questions

### Notes for advisors

The concept of a subtext for an interview question, or the question behind the question, may be difficult for some clients to grasp. However, many clients have probably experienced this type of question in their day-to-day lives. “Do you really want to wear that out of the house?” and “Are you sure you want a third piece of cake?” are some common examples of questions with subtext. You may explore with clients the deeper reason for those questions, and then proceed to the interview questions.

It may be useful to encourage the client to think like a manager, as Jeff does in his example.

## Practise Common Interview Questions

In this exercise, clients will

1. learn what some of the common interview questions are
2. practise answering them
3. learn how to be aware of their body language during the interview process

### Notes for advisors

- Suggest that your clients may wish to write down some points for each answer. This will prevent them from repeating themselves, and help them focus their thoughts. Point out, however, that clients cannot read their answers at an interview.
- If you have several clients in a session, allow them to role-play an entire interview (see Parts of an interview, p. 73). Let them take turns posing the questions and monitoring body language.
- You may wish to model a poor interview candidate (see Tips for a good interview, p. 72). Actions can include barging through the door, chewing gum, ignoring the interviewer's offer to shake hands — these can all demonstrate clearly why your clients should not act in these ways.
- You may also wish to model the body language of an interviewer who doesn't understand an answer or wants more information (see Learn about body language, p. 65). Help the clients find ways to make the interview flow more smoothly.

### Other resources for advisors

ALIS Tips at [alis.alberta.ca/tips](https://alis.alberta.ca/tips)

- Be Prepared for Behaviour Descriptive Interviews - Using the STARS Technique
- How to Answer Typical Interview Questions
- Interview Questions and Your Skills
- Questions to Ask in a Job Interview
- Telephone Interviews
- The 4 P's of a Successful Interview

Online resources at [alis.alberta.ca](https://alis.alberta.ca)

- Interviews & Offers

# STEPS 6 & 7

## What to do if there is no job offer & What to do after a job offer

The last two chapters do not offer exercises. However, the following ALIS Tips are available at [alis.alberta.ca/tips](http://alis.alberta.ca/tips)

- Getting “What You Want, When You Want It” Takes Time and Planning
- Negotiating Salary in the Job Search Process
- Stay Positive during Your Work Search





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Online Initiatives and Information Supports

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Email: [info@alis.gov.ab.ca](mailto:info@alis.gov.ab.ca)

# Resources

## Alberta Government Publications

In Alberta, you can download or order print resources free of charge. Some of these resources are not designed as easy reading material. However, they may contain useful information for your clients. Get them online at [alis.alberta.ca/publications](https://alis.alberta.ca/publications). Or pick up copies at any Alberta Works Centre.

## Alberta Learning Information Service (ALIS) website

### [alis.alberta.ca](https://alis.alberta.ca)

- Easy Reading: Help for Career Advisors at [alis.alberta.ca/ERadvisors](https://alis.alberta.ca/ERadvisors)
- Job Seekers at [alis.alberta.ca/jobsearch](https://alis.alberta.ca/jobsearch)
- OCCinfo at [alis.alberta.ca/occinfo](https://alis.alberta.ca/occinfo)
- ALIS Tips at [alis.alberta.ca/tips](https://alis.alberta.ca/tips)

## Alberta Career Information Hotline

Call 780-422-4266 in Edmonton or 1-800-661-3753 toll-free.

## Alberta Works Centres

To find a centre near you, call the Alberta Career Information Hotline or go to Alberta Works Centres at [alis.alberta.ca/awc](https://alis.alberta.ca/awc).