

New Horizons





New Horizons Aim

To empower you by helping you increase your confidence when changing your career or applying for a new job.

Our primary aim is to help you transform your “can’t” into “can” by providing you with skills, tips, and tricks for moving into new employment or a new career.

This booklet has some helpful tips, hints, practical examples and activities to help you complete the workshop.

- Review your booklet and work through the rest of the activities
- Amend/update your résumé
- Revise the interview tips and practice before your next interview
- Consider the additional services we deliver outlined below and discuss these with your consultant if you believe we can be of more assistance
- Have faith in yourself and change your negative thoughts into positive ones

Additional services

Other services the Employment Services Team provide include:

- résumé and cover letter development
- interview and injury disclosure training
- supported job seeking
- reverse marketing (cold calling on your behalf)

Please don't hesitate to talk to your consultant if you think any of these services would assist you on your journey and they will discuss this with the insurer to see if it can be approved.

Thank you

Thank you for attending the New Horizons Workshop. We hope you came out with a more positive outlook, an increased sense of confidence and more knowledge to help you move into new employment.

This workshop was developed by the WorkFocus Australia Employment Services Team Cassandra Gregoriadis and Sally Teixeira

Everyone has examples of times in their life when they have reacted negatively and positively

Can you think of an example of a time when your reaction was negative and the outcome of this?

How would you react if this situation happened again?

Write down a negative thought that crosses your mind when thinking about moving into a new role

Write this same thought, but write it in a positive way. Put a positive spin on it or think about it from a different perspective

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EXAMPLE RÉSUMÉ I

JOE BLOGGS

3 Nowhere Street, Dwellingup, WA · 0455 333 999
Joe.bloggs@yahoo.com

Detail focused, resourceful and hardworking warehouse and supply chain operations professional with an extensive background in the construction industry. Proven expertise in delivery co-ordination, stock control and continuous improvement in operational efficiency with a focus on resolution of contractual issues, negotiation and customer service. Excellent communication skills with the ability to adapt quickly to the changing needs of a business and its client base.

SKILLS

- Hardworking and resourceful
- Adaptable problem solver
- Detail focused
- Accurate and detail focused
- Ability to work in fast paced environment
- Good computer literacy skills

EXPERIENCE

JAN 2017 – TO PRESENT
MILL SUPERINTENDENT, WA TIMBER PRODUCTS, DWELLINGUP, WA

- Received, stored and prepared timber for delivery in a fast-paced environment
- Sorted various timber products prior to loading and unloading
- Accurate record keeping of all inbound and outbound deliveries and stock
- Cleaned and maintained mill in compliance with all OH&S regulations and procedures
- Liaised with third parties to ensure timely and accurate deliveries
- Achieved consistently high on-time shipment rate
- Proactive preventative maintenance of all on site equipment
- Responsible for site security at night (live-on-site position)

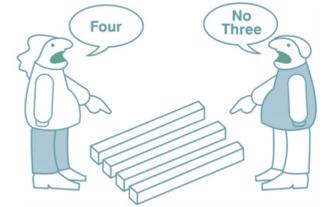
2010 – DEC 2016
STOREMAN/MILL HAND, DWELLINGUP TIMBER MILL, WA

- Received, stored and prepared timber for delivery in a fast-paced environment
- Sorted various timber products prior to loading and unloading
- Accurate record keeping of all inbound and outbound deliveries and stock
- Cleaned and maintained mill in compliance with all OH&S regulations and procedures
- Liaised with third parties to ensure timely and accurate deliveries
- Achieved consistently high on-time shipment rate
- Reported all equipment failures or maintenance issues to management

Attitude determines altitude

Your outlook and attitude can strongly impact your overall outlook on life and how situations play out.

Looking for the positive parts of an experience can often lead to more positive results.



Example of different outlooks and statements

Imagine you are ready to go out to the movies. Just as you are leaving it starts raining. What would your reaction be?

"This is typical, of course when I want to go out it starts raining. This always happens to me."

OR

"It looks like I will need a coat and umbrella tonight. Lucky I am not going to outdoor movies."

How would each of these statements impact on your mood and influence the rest of your night?

Put a positive spin on it

NEGATIVE	POSITIVE
I can't do it	I can do it!
I had to change jobs because it was too physical	Now that my children are grown up, I am able to move into a new role
I had to change jobs because my boss and I didn't see eye to eye after I got injured	I am looking for a job which is closer to home so I can spend more time with my family
A job is a job, pays the bills	I want to be in a role where I can make a difference

Write down skills you have developed through one or all of the following areas

<p>WORK</p> 	<hr/> <hr/> <hr/>
<p>FAMILY</p> 	<hr/> <hr/> <hr/>
<p>SPORT</p> 	<hr/> <hr/> <hr/>
<p>CLUBS/VOLUNTEERING</p> 	<hr/> <hr/> <hr/>
<p>SOCIAL SKILLS</p> 	<hr/> <hr/> <hr/>
<p>HOBBIES</p> 	<hr/> <hr/> <hr/>

EXAMPLE RÉSUMÉ I

1999 – 2009
CONTRACT BRICKLAYER, MANDURAH, WA

1998 – 1999
BRICKLAYER, JACKSON HOMES, WA

1996 – 1998
BRICKLAYER, SUMMIT HOMES, WA

1992 – 1996
BRICKLAYER, CAPE YORK ABORIGINAL MISSION, CAIRNS

1983 – 1992
CONTRACT BRICKLAYER, QLD

1980 – 1983
RIFLEMAN – INFANTRY BATTALLION – ROYAL AUSTRALIAN ARMY

EDUCATION

1975-1979
BRICKLAYING APPRENTICESHIP, ERIC RIZZA CONTRACTING, BUNBURY

REFERENCES AVAILABLE ON REQUEST

2

EXAMPLE RÉSUMÉ 2

Resume of Jane Smith

47 Some Street
Newman, WA 6753
0444 667 222
jane@outlook.com

Career Profile

A hard working and diligent administration professional, I use my exceptional communication skills to ensure I meet customer expectations. My ability to prioritise tasks and manage a busy workload effectively has enabled me to consistently meet deadlines and respond to urgent matters readily. With excellent administration skills, including computing skills, data entry, typing, transcribing, filing, and handling customer enquiries, I am reliable, resourceful, and trustworthy. Having worked in the medical field, as well as transport and logistics, I am a well-rounded administrator who likes to be busy and challenged. With this skill set, I am looking for the next step in my career whereby I can continue developing my administrative acumen in an organisation that values teamwork and diligence.

Key Competencies

Well Organised

- ✓ Resourceful approach to office administration, delegating tasks when required, training new staff to upskill the personnel group, and implementing initiatives to save time and improve efficiency
- ✓ Excellent time management and ability to prioritise tasks
- ✓ Adaptive style to suit the needs of the organisation
- ✓ Well-developed administration skills, including typing, filing, and answering the telephone

Computing Skills

- ✓ Working knowledge of medical systems, such as Best Practice for medical centres, Momet medical software and other singular programs
- ✓ Well versed in Human Resources information systems, such as the Payroll program and Caltex payroll systems, amongst others
- ✓ Expertise in a range of computer software applications, including Excel, Outlook, and the remainder of the Microsoft Office Suite
- ✓ Experienced in presenting PowerPoint presentations to stakeholders, and creating reports through Excel and Word

Communication skills

- ✓ Customer service experience, helping clients to resolve problems and disputes that may arise
- ✓ Internal and external stakeholder engagement and management
- ✓ Verbal and written communication skills, with the ability to meet the needs of a range of diverse customers, both within a medical setting and the logistics field

Transferable skills are talents, skills, and abilities that you have from past experiences in life (family, social, clubs, sport, volunteering) and work.

Transferable skills are valuable to employers and are something we all have. Identifying your transferable skills and adding these to your résumé and cover letter can help you stand out and be selected above other applications.

Examples of transferable skills

- Collaborating with others
- Experience with MS Office
- Resolving conflicts
- Time management
- Handling complaints
- Data entry
- Developing relationships
- Managing a team
- Customer service
- Problem solving
- Prioritising tasks
- Communicating



Make sure you think of examples of when you have demonstrated these skills so you are prepared

Q1 Is there anything stopping you from doing this role?

Q2 Do you have any medical issues, illnesses, disabilities or have you ever had a Worker's Compensation claim?

Q3 Why have you decided to move into this field of work?
OR
What was your reason for leaving your last role?

Employment History

Linden Logistics	Oct 2017 – Current
Freight Handler/Administration Assistant	
Responsibilities	
<ul style="list-style-type: none"> ✓ Allocating customer orders and allocate accordingly to the appropriate delivery driver Used forklift to load and unload airline and road train freight ✓ Liaising with wholesalers or other organisations and the clients regarding their service requirements ✓ Communicate specific drop off times if this has been stipulated in the order ✓ Relate delivery details to drivers so they can organise their schedule ✓ Organising order pickups and drop offs for clients ✓ Answering phones and responding to enquiries ✓ Received goods 	
Connect Hearing Busselton	July 2014 – Oct 2017
Customer Care Representative/Audiometric Officer	
Responsibilities	
<ul style="list-style-type: none"> ✓ Conducted presentations to people, including demonstrations to nursing homes on using hearing aids, showing nursing staff how to clean and change batteries in hearing aids so that people with hearing aid problems are supported ✓ Demonstrated hearing loss prevention programs with large groups, including the effect of noise in the workforce, and the importance of hearing ✓ General office administration including banking, answering phone, appointments, and reception duties ✓ Sterilisation of equipment ✓ Stock management, such as stock take, ordering stock, ordering supplies for stationary, hearing tips or other clinic supplies ✓ Performed hearing tests and reported on results ✓ General counselling to and understanding and working with people with hearing loss, living with hearing loss ✓ Visited clients in nursing homes and home visits to provide customer care ✓ Met with doctors and other clinicians to perform demonstrations ✓ Handled freight, whether sending or receiving ✓ Training nursing staff to clean hearing aids ✓ Organised hearing aid repairs ✓ Support management 	

EXAMPLE RÉSUMÉ 2

<p>Kinect Health Newman Admin/Occupational Technician</p> <p>Responsibilities</p> <ul style="list-style-type: none"> ✓ General administrative duties including billing, banking, postage, ordering stock, stocktake and ensuring all stock in date, answering phones, and helping reception as required ✓ Applied an empathetic and calming approach to customer that may be anxious undertaking medical procedures including urine and blood tests ✓ Performed medical examinations for pre-employment medicals including administering hearing and eye tests, and drug and alcohol urine testing ✓ Undertook client management reporting on the number of clients per day, monitored statistics and reported to management ✓ Conducted onsite testing for drug and alcohol usage, autonomously scheduling my time and managing workload ✓ Facilitated travel arrangements for fly-in fly-out doctors, including flights, accommodation and amenities ✓ Composed reports for sample and reported results to management ✓ Assisted male doctors when reviewing female patients ✓ Took samples and processed accordingly ✓ Handled general enquiries 	<p>2011 – 2014</p>
<p>Kmart/Coles Kalgoorlie Front Desk Customer Service Assistant</p> <p>Responsibilities</p> <ul style="list-style-type: none"> ✓ Balanced register and consolidated cash at the end of shift ✓ Met and greeted customers in a friendly and inviting way ✓ Checked prices and applied discounts if eligible ✓ Answered phone and over the counter queries ✓ Participated in stock take activities ✓ Handled customer complaints ✓ Processed returns ✓ Changed tickets 	<p>2009 – 2010</p>
<p>Caltex Coolgarlie Customer Service Assistant/ZIC</p> <p>Responsibilities</p> <ul style="list-style-type: none"> ✓ Financial management, including banking, cash handling, conducting month end and end of year financial reports ✓ Supervised the hotel component of Caltex, ensuring all site maintenance was completed by organising trades services ✓ Human resource management, including recruitment, payroll, performance management, and development ✓ Stepped up to management role for six months whilst Caltex were sourcing new manager ✓ Composed purchase orders and organised payment for contractors ✓ Complied with all occupational health and safety guidelines ✓ Organised the rosters for staff hours and absences 	<p>2000 - 2007</p>

Preparation is key

To be successful you need to prepare. Good preparation will boost your confidence.

1. Find out as much as you can about the company and the role
2. Have a think about examples where you have previously applied your knowledge, skills and experience
3. Practice and rehearse your answers to common questions such as:
 - a. what can you tell me about yourself?
 - b. what are your strengths and weaknesses?
 - c. why should I consider hiring you?
 - d. where do you see yourself five years from now?
 - e. why do you want to work here?
 - f. what motivates you?
4. Do you have an injury or illness which would impact your ability to complete this role?
5. What is your salary expectation?
6. What makes a good team player?
7. Is there anything that you would like to ask me?



Tips

1. Speak clearly and maintain eye contact
2. Don't rush your answers, allow yourself to think before answering
3. If you are not sure of the question, ask for clarification
4. Thank the interviewer for their time at the end of the meeting

Make a good first impression

Dress neatly and appropriately for the job interview. Having good body language is essential so be polite, greet the interviewer with a smile, introduce yourself, shake hands and maintain good posture.

Be positive

It is important to appear keen, enthusiastic and confident. Focus on your strengths and be positive in your replies to market yourself effectively.

Sell yourself

Discuss what your strengths are and how they apply to the job. Give examples that best highlight your knowledge and skill set. Tell them about your past key achievements.

EXAMPLE RÉSUMÉ 2

- ✓ Stock take as well as ordering and rotating stock
- ✓ Ordered fuel and monitored fuel levels
- ✓ Managed staff group of 14 personnel
- ✓ Trained and inducted new staff

FAL Kalgoorlie
Storeperson

1998 – 2000

Responsibilities

- ✓ Handled stock, rotating as required and ensured safe storage of items
- ✓ Picked and packed orders for retail and wholesale customers
- ✓ Customer service, answered queries and resolved issues
- ✓ Conducted on the job training for new staff
- ✓ Liaised with manufacturers and suppliers
- ✓ Unloaded truck

Volunteer and Community Work

P&C at Coolgardie, fundraising for School
Volunteer Firefighter in Coolgardie
Football Coach AFL
Netball Coach

Referees available on request

JOB ADVERTISEMENT

Storeperson

Spudshed Fresh Food Market is an independent, proudly West Australian owned, family run business. Being WA farmers for the past 50 years, we strive to provide grower direct product at farm gate prices to our stores.

We are looking for an experienced Store person to ensure incoming and outgoing deliveries are managed, checked for damage and checked against supplier invoices/delivery dockets.

To be successful you must have:

- Previous experience in retail/warehouse environment
- Forklift Licence required
- Communication and customer service skills
- Previous experience with logistics based software
- Excellent organisational skills, and the ability to operate with competing priorities
- Problem-solving skills and the ability to operate autonomously and within a team

Your responsibilities will include but are not limited to:

- Receiving all deliveries and checking invoices versus purchase orders
- Prepare documents to support store transfers
- General administration tasks as required
- Ability to work various shift patterns including some weekends and public holiday
- Manual Handling as required

Only successful candidates will be contacted

You must have the right to work in Australia.

Please email resumes to: jobs@galatibros.com.au

Facebook activity

1. Join or look at the "Perth Jobs" group* which has 61k members and has 10+ posts per day
2. Search Facebook to see if there is a job seeking group you would like to join for example:

a. your suburb e.g. "Joondalup to Yanchep Jobs"

•

b. your trade/occupation in your state e.g. "Construction jobs WA"

•

*Groups are usually good to join if they have a lot of members and are active (have 5+ posts per day).

Instagram activity

Search businesses in your industry and follow them as they often advertise job vacancies.

Gumtree activity

1. Use the search filter to choose a job category and location.
E.g. farming, housekeeping, construction
2. Look at the available positions to see what is out there and what may interest you.

Social media is becoming increasingly important in the job seeking space

Job adverts on social media platforms do not cost money to employers, but large job seeking websites do. For example, SEEK charges \$500 per job advertisement.

Therefore, businesses are moving towards free platforms such as social media.

Social media also reaches a lot of people and indicates to your potential employer that you are resourceful, adaptable and tech savvy.

Most social media platforms are user friendly and can be picked up with practice if you are unfamiliar with them. Ask a family member to help if necessary.

Three main social media outlets for job seeking are:

<p>FACEBOOK</p>  <p>Look at and join job seeking groups on Facebook</p>	<p>INSTAGRAM</p>  <p>Follow your favourite business as they advertise vacancies</p>	<p>GUMTREE</p>  <p>Use the search filter to choose a job category and location</p>
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JAMES JOBSEEKER

0444 666 081
jamesjobseeker@gmail.com

4/24/2019

Dear Spudshed team,

I am excited to apply for the role of Storeperson with Spudshed Fresh food Market as this role will enable me to use my previous experience and skills in logistics and inventory management together with my passion for delivering exceptional customer service in a retail environment.

I am detail focused with excellent written and verbal communication skills and am experienced in a range of logistics-based software packages. I enjoy working autonomously and as part of a team and can prioritise tasks to maximise operational efficiency.

As an experienced storeperson I understand the importance flexibility and can work various shifts, complete manual handling tasks and operate a Forklift as required. I complete administrative tasks with accuracy and enjoy putting my problem-solving skills to the test!

I have attached my resume for your consideration and I look forward to talking with you shortly.

Yours Sincerely,

James Jobseeker

Identify three changes that need to be made to your résumé

1. _____
2. _____
3. _____

Write a draft of your personal statement

Write down three to five transferable skills to add to your core skills list

- _____
- _____
- _____
- _____
- _____

1. Find a job advert you could apply for and highlight the essential and non-essential selection criteria
2. Use Google to find out more information about the company and the role
3. Write five key sentences that you would use in your covering letter

Please include:

3.1. two reasons why you want to work for this particular company

- _____
- _____

3.2. three things you would bring to the role

- _____
- _____
- _____