

## QUICK REFERENCE GUIDE

### Call-In/Pre-Referral Services and Job-Referral -Staff

This guide gives examples that relate to the Call-In/Pre-Referral Services and the Job Referral – Staff services in MOSES.

#### Scenario 1: Outreach to Customer regarding a job order

##### Possible contact methods:

- Staff locates a MOSES job order that is suitable for a customer
- Staff reviews a job match and outreaches to a customer(s) regarding a MOSES job order
- A job seeker in the resource room asks about a MOSES job order

**Example 1:** Staff member is Case Managing David Test, a Shipper/Receiver. David historically made \$14 per hour and worked 1<sup>st</sup> shift. The staff member notes that a new job order #12345678 has been entered and David is a good match for the position. The staff member (leaves VM/emails) David to inform him of the position.

**Example 2:** David Test is working in the resource room and signs in to meet with a staff member for the first time. During the conversation, David mentions that he is a Shipper/Receiver. The staff member mentions that there is a new Shipper/Receiver position in Job Quest. David does not have his resume and has to leave for another appointment; staff member prints the job order from JQ and schedules an appointment with David for next week to re-view his resume and discuss his qualifications.

**Service Type:** Call-in/Pre-referral

**Service Result:** pending

**Why USE THIS SERVICE:** David was not vetted for the position, resume was not reviewed

1. Discussion regarding qualifications 
2. Resume review 
3. Given application instructions 
4. Applied and informed staff member of application completion 

#### Scenario 2: Incomplete vetting of A job seeker for a job order

- Staff Member meets with a customer and finds a suitable MOSES job order (also could be a phone discussion)
- Staff Member has a discussion regarding the qualifications for the position
- Staff Member reviews the resume and determines the customer is a good fit
- Staff Member informs the customer how to apply for the position (per the employer's instructions)

**Example:** Staff member meets with David Test, a Shipper/Receiver. David historically made \$14 per hour and worked 1<sup>st</sup> shift. The staff member notes that a new job order #12345678 has been entered in MOSES. The staff member and David have a discussion regarding his ability/qualifications to do the job to include shift and pay rate (if available). Staff Member reviews David's resume and after some minor adjustments, determines it is appropriate for the position. David states he is very interested in the job. Staff Member tells David to apply on the company website: (www.myjob.com). David promises to apply when he gets home and will email the staff member when complete.

**Service Type:** Call-in/Pre-referral

**Service Result:** vetted/pending application confirmation

**Why use this service:** David was vetted for the position, met the qualifications, resume was appropriate, was informed how to apply, however, David has not yet completed the application

1. Discussion regarding qualifications 
2. Resume review 
3. Given application instructions 
4. Applied and informed staff member of application completion 

### Scenario 3: Full vetting of a job seeker for a job order

- Staff Member meets with a customer and finds a suitable MOSES job order (also could be a phone discussion)
- Staff Member has a discussion regarding the qualifications for the position
- Staff Member reviews the resume and determines the customer is a good fit
- Staff Member informs the customer how to apply for the position (per the employer's instructions)
- Customer completes the application process

**Example 1:** Staff member meets with David Test, a Shipper/Receiver. David historically made \$14 per hour and worked 1<sup>st</sup> shift. The staff member notes that a new job order #12345678 has been entered in MOSES. The staff member and David have a discussion regarding his ability/qualifications to do the job to include shift and pay rate (if available). Staff Member reviews David's resume and after some minor adjustments, determines it is appropriate for the position. David states he is very interested in the job. Staff Member tells David to apply on the company website: (www.myjob.com). David goes to a Resource Room computer, completes the application and tells that Staff Member that it is complete.

**Service Type:** job referral - staff

**Service Result:** pending- Application confirmed

**Why use this service David was fully vetted for the position:**

1. Discussion regarding qualifications ✓
2. Resume review ✓
3. Given application instructions ✓
4. Applied and informed staff member of application completion ✓

**Example 2:** Similar to Example 1, except instead of completing the application in the Resource Room, David goes home to complete the application online.

**Service type:** Call-in/Pre-referral

**Service result:** vetted/pending application confirmation

**Why use this service:** David was vetted for the position, met the qualifications, resume was appropriate, was informed how to apply, however, David has not yet completed the application

1. Discussion regarding qualifications ✓
2. Resume review ✓
3. Given application instructions ✓
4. Applied and informed staff member of application completion ⓧ

**Example 2 (Continued):** After David completes the online application at home, he emails (or calls) the staff member to let them know he has completed the application process.

**Service type:** job referral - staff

**Service result:** pending - Application confirmed

**Why use this service:** David has now completed the application process

1. Discussion regarding qualifications ✓
2. Resume review ✓
3. Given application instructions ✓
4. Applied and informed staff member of application completion ✓

**NOTE:** the service entry date should reflect the date that the staff member learned that the application was completed