



Navigating a Job Search During Uncertain Times



Presenters:

Dorinda N. Noble, Ph.D., LCSW

Ann Liberman, MSW

Jennifer Luna, MSSW

**Moderator: Alison Mohr Boleware, LMSW, Government
Relations Director, NASW/TX**



Brief Update:

Texas State Board of Social Work Examiners

- *Note: NASW/TX is not the licensing board*
- **Communicating with Board leadership as much as possible with member issues**

- **Phone Lines**
- **Auto Response Email**
- **Email Backlog**
- **ASWB/Pearson VUE Updates for Essential Workers**

Presenters:

Dorinda N. Noble, Ph.D., LCSW

Former Director of the School of Social Work
Texas State University



Presenters

Ann Liberman, MSW

Career & Professional Development Director
Graduate College of Social Work
University of Houston



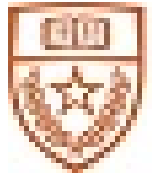
UNIVERSITY of **HOUSTON**

GRADUATE COLLEGE of SOCIAL WORK

Presenters

Jennifer Luna, MSSW

Career Services and Alumni Relations Director
Steve Hicks School of Social Work
The University of Texas at Austin



The University of Texas at Austin

Steve Hicks School of Social Work



Think of Questions?

Please type in your question to the question box.

During Q&A we will unmute you to ask your question aloud to the presenters.



How do I build and demonstrate clinical skills in a time of disruption?

DORINDA N. NOBLE, PH.D., LCSW

Demonstrating Minimum Competence

- ▶ The Four E's
 - ▶ Education
 - ▶ Experience
 - ▶ Ethics
 - ▶ Examination
 - ▶ Field Placement addresses all these

But I didn't get to finish field placement!

- ▶ That's awful!
- ▶ But it's unavoidable and it's not your fault!
- ▶ So let's think creatively about how to build and demonstrate clinical skills during this time of seclusion.
 - ▶ HINT ONE: DON'T WASTE TIME COMPLAINING AND GROUSING.
 - ▶ HINT TWO: RECOGNIZE THAT YOU CAN TAKE STEPS TO MAKE YOUR SITUATION BETTER

Manage your anxiety

- ▶ Your success in your job search, your career, and your life will be profoundly shaped by your ability to manage your anxiety.
- ▶ Using techniques such as meditation will help you overcome the signals of anxiety, such as worried facial expressions, nausea, crying—all of which are physical manifestations of internal chaos.
- ▶ Don't discount these elements. Instead, accept them, feel them, and name them to yourself—but only for a few minutes.
- ▶ **THEN MAKE A PLAN!** Move away from the emotional clutter and get cognitive.

What is my plan?

- ▶ You want to be able to achieve and demonstrate minimally competent clinical knowledge and skills. You aren't aiming to conquer the clinical world in a day; you are aiming to be competent on your first day of the job and then build on that competence.
- ▶ Look at experience and cognitive skills in the clinical realm (which leads to success on examination). Take this time of solitude to prepare for your ASWB Baccalaureate or Masters Examination.

Finding the clinical component

- ▶ Every case with which social workers deal involves some clinical elements. Think about those elements. So if your client needs a new toilet seat, that need is concrete. The context, however, of asking for basic needs carries many clinical implications. Be open to those, even though you may not act on them. Study the clinical elements!
- ▶ Read about clinical elements. Focus on them. You should be steeped in your DSM book. Spend time every week looking up new research on clinical issues.
- ▶ Is there a clinical area that strikes your fancy? Make it your aim in this solitary time to learn more about it.

Seek clinical support

- ▶ Do you have a teacher or field instructor or colleague who seems knowledgeable in clinical issues?
- ▶ Can you engage this person(s) in talking with you about clinical implications of concrete elements, like how Coronavirus Quarantine affects mental stability?
- ▶ Remember, these professionals who have committed themselves to social work are missing their regular routines with work and clients, just as you are. They are likely very happy to develop a time and context to get into the clinical world that they value with you.
- ▶ Make it a group experience! Invite fellow students and make it a regular growth opportunity.

Where do I get the cases to study?

- ▶ You may have cases that you started working on in field placement that brought up clinical issues. Look at these issues in light of the DSM and think through intervention strategies.
- ▶ Your text books undoubtedly have case scenarios that you can study in more depth.
- ▶ Frederic Reamer's book, *Social Work Ethics Casebook: Cases and Commentary* (NASW Press, 2018), has a number of cases that center on ethics but are caught up in clinical issues. I know this to be the case, because I contributed many of those case scenarios.
- ▶ I am glad to contribute a few case studies to your study group. Contact me at presidentaswb@gmail.com.

Document it!

- ▶ In social work practice, clear, accurate documentation is our best friend.
- ▶ So as you make your individual consultation and/or group discussions regular, document what you are doing and learning.
- ▶ A summary of this documentation can demonstrate to a potential employer that you are serious and thoughtful about building clinical knowledge and skills.
- ▶ You can use an organizational scheme such as What Happened? So what? What now? This will give a format and flow to your documentation.
- ▶ And don't forget that paper you submitted in class which makes you proud. It can be part of your additional materials in your employment packet. Potential employers may be impressed, too. They want clear thinkers and accurate writers!
- ▶ If you have trouble writing, use this time of solitude to practice writing and learning how to be a solid writer. This is a winning skill in the workforce!

Technology is here to stay

- ▶ If there is one thing we have learned in this Quarantine, it is that people can do all sorts of things by technology. We will be much more inclined to work with people through technology than every before.
- ▶ Your potential employer knows this. Make sure you are learning to be technologically proficient. Study how to use Zoom and other platforms appropriately. Document that you have attended, via Internet, workshops or training opportunities about incorporating technology into practice. Your potential employer may be quite impressed!
- ▶ Start by reading *Technology in Social Work Practice* (NASW Press, 2017) at http://www.socialworkers.org/includes/newIncludes/homepage/PRA-BRO-33617.TechStandards_FINAL_POSTING.pdf

Volunteer work online

- ▶ Currently, it is inadvisable and possibly illegal to see clients in an office or home. The one real choice is to see them online.
- ▶ If your field placement has been disrupted and you can't see people online, is it possible to find online options on a volunteer basis?
- ▶ Think creatively. Does your local hospital need social workers to visit online with families of patients? Does your police station need a social worker to deal with frightened people who are unsure about their neighbors' health status? The list for creating opportunities is actually unlimited. Figure out what facilities and agencies need to get their jobs done, and offer to help them fill in the gaps. It might turn into a paid opportunity at some point!
- ▶ Document what you are doing and what you are learning!!!

Think positively and practice positivity!

- ▶ Social workers are born optimists. Now is the time to corral that sense of hope and opportunity about your future.
- ▶ Follow sensible ideas about self-presentation. Look and act adult. Let your potential employer know that you will be a cooperative, conscientious, pleasant team member and professional learner.
- ▶ I'm a great believer in individual practice. A great musician or terrific ball player spends at least 10,000 hours in individual practice of their skills.
- ▶ Social workers can do the same. Imagine that your potential employer asks you how you would respond to a threatening, hostile client. Stand in front of your mirror and practice your response to that scenario. Get a feel for what your facial expressions convey and then control those expressions. Eliminate worthless filler words like, "you know", or "like" or "uhhhh"—these make you sound as if you are unsure about what you are saying. Practice, practice, practice!

Good luck to you!

- ▶ **Dorinda N. Noble, Ph.D., LCSW**
- ▶ Owner, Creative Professional Development and Supervision, LLC
- ▶ presidentaswb@gmail.com



UNIVERSITY of **HOUSTON**

GRADUATE COLLEGE of SOCIAL WORK

Navigating Your Job Search During Uncertain Times

Virtual Interviews Job Growth Due to the Pandemic

Presented By:

Ann Liberman, MSW

Director Center for Career & Professional Development

Preparing for Virtual Interviews

Virtual Application

Download and test virtual interview application to be used

Test audio and video in advance of the interview

Sound

Prevent echo effect in room/find quiet space

Location

Appropriate background view

Camera height at eye level with camera an arm's length away

Eyes 2/3 of the way from bottom of the frame

Preparing for Virtual Interviews Continued

Lighting

Windows or lamp in front of you/no bright overhead lighting
No strange shadows

Appropriate Dress

Wear appropriate interview attire
Use makeup and non distracting jewelry

Eye Contact

Look directly at the camera
Keep head and body reasonably still

<http://youtu.be/rQwanxQmFnc>

Tips for Interviewing Well

- Plan your attire in advance and make sure you look sharp!
- Make sure you have the necessary technology downloaded for the interview, prepare a professional setting for a remote interview, record yourself in advance to make sure you are presenting well and displaying good eye contact with the interviewer.
- Arrive on time (or 15 minutes early).
- Provide a copy of your resume and a list of references in advance of the interview.
- Introduce yourself in a courteous manner
- Be positive and enthusiastic about the job!

Tips Continued

- Focus on things you can control.
- Speak slowly and clearly and don't be afraid to pause for a moment to collect your thoughts.
- Be honest. Don't try to cover up mistakes-focus on what you learned from them.
- Listen, and use body language to show interest.
- Analyze yourself: personality, interests, values, strengths and weaknesses, skills, accomplishments, education, and career goals.

Tips Continued

- RESEARCH THE ORGANIZATION!!!
- Anticipate frequently asked questions (education, work experience, career goals, personal qualities, etc.).
- Ask intelligent questions that demonstrate the fact that you have done your research.
- Do NOT ask about salary.
- Thank the interviewer and ask about the next step in the interview process.
- Send an email thank you note soon after the interview.

Self-Branding Worksheet

My job objective is:

- Education, training or certification related to your job objective:
- Experience (paid/internship/volunteer):
- List 3 most important job-related skills you possess related to your job objective:
 - 1)
 - 2)
 - 3)
- State an accomplishment related to your job objective:

The 5- Step Selling Process

Buyer	Seller
Attention	Attention
Interest	Interest
Conviction	Conviction
Desire	Desire
Close	Close

Typical Interview Questions

- 1) Tell me a little about yourself.
- 2) Describe your first year (or second year) field placement experience.
- 3) What attracted you to our agency?
- 4) What adjustments to COVID 19 were you required to make in your field or work setting?
- 5) How did you deal with the adjustments?
- 6) How would your supervisor describe you and your work?
- 7) Discuss a case of your choice that presented a challenge to you.
- 8) Where do you see yourself in 3, 5, or 10 years?
- 9) What are your strengths? weaknesses?

Typical Interview Questions

- 7) The following is a description of a client. What is your assessment and diagnosis? What kind of treatment and plan would you implement?
- 8) What is your experience with tele-interventions whether treatment or case management?
- 9) Share an accomplishment that gave you a great deal of satisfaction.
- 10) Why should we hire you?
- 11) Do you have any questions for me?

Questions to Ask the Interviewer

Always have 3 to 5 questions to ask:

- What do you enjoy most about working for the organization?
- What adjustments did staff make to adjust to the pandemic within your agency?
- What are the long range goals for the organization?
- What qualifications do you see as being most important in hiring the new social worker?
- How long have you been with the organization?

Rules for Developing Impressive Accomplishment Statements

- Use “ACTION” words. These words imply a “doer” and are much more impressive than “passive” verbs.
- Accomplishments must be specific, not vague.
- Quantify wherever possible-use #s, %s or \$s.

Rules for Developing Impressive Accomplishment Statements

- The proper format for an Accomplishment is:
 - (a) tell the result
 - (b) tell how the result was achieved

Be prepared to tell a “short story” relating to each Accomplishment using this format:

- (a) describe the environment
- (b) describe the action you took
- (c) describe the result you achieved

SAMPLE ACCOMPLISHMENTS

- Spearheaded fundraising gala for the American Red Cross that raised \$350,000 in support of COVID 19 effected families
- Created a social service resource directory for Ft. Bend County which is used by 210 agencies for information and referral linkages
- Selected as “Employee of the Year” by coworkers at DePelchin Children’s Center
- Responded to 250 crisis calls in relation to COVID 19 and received the highest ratings for excellence of any of the 35 teams within MHMRA

Nonverbal Communications

- Body Language
- Posture
- Dress

Evaluation Criteria

The following is a sample interview evaluation form that an employer might use to critique a candidate's interview:

(1-2 Unacceptable; 3-4 Limited, 5-6 Satisfactory, 7-8 Above Average, 9-10 Outstanding)

Preparation for the Interview

Knowledge of Organization

Pertinent Questions

Qualifications

Work Experience

Academic Preparation

Verbal Communication

Presentation of Ideas

Grammar and Vocabulary

Direction

Confidence in Abilities

Well-defined Goals

Maturity

Decisiveness

Leadership/Supervision

Personality

Enthusiasm

Motivation

Sincerity

Genuine

Honest

Other

Professional Interests

Fits into Organization

Overall Score

Additional Comments:

Social Work Employment Outlook 2018-2028

**Employment of Social Workers is Expected to
Increase Faster than the Average for all Occupations**

11% Growth Projected in Overall Employment of Social Workers

7% Growth in Child, Family & School Social Work Jobs

17% Growth in Healthcare & Medical Social Work Jobs

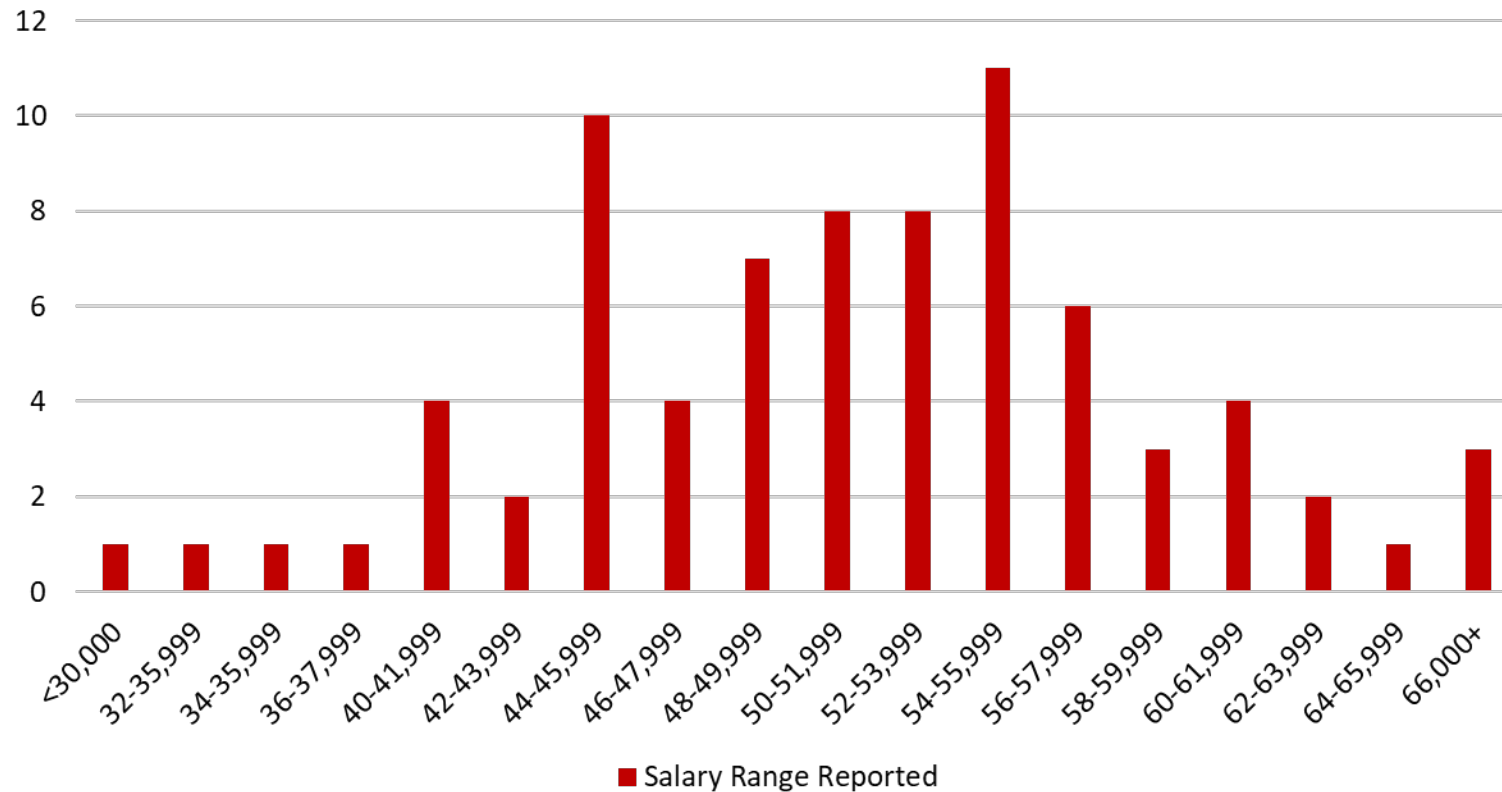
18% Growth in Mental Health & Substance Abuse Jobs

Source: Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Social Workers, on the Internet at

<https://www.bls.gov/ooh/community-and-social-service/social-workers.htm>

Salaries of 2019 GCSW Graduates

**Average: \$51,265 Mode Range: \$54-55,999
Range; \$36-75,000**



N=77

Expected Social Work Job Growth as a Result of the Pandemic

- Mental Health
- Behavioral Health
- Hospital/Medical/Healthcare
- Integrated Healthcare
- Substance Treatment
- Government (County, State and Federal)
- Veterans Administration
- Workforce Development
- Program Development
- Policy
- Advocacy

**Target, Network, Build Relationships,
Apply for Jobs When Openings Become Available**

Interview Resource Links

<https://www.socialwork.career/2020/03/covid-19-resources-social-workers-therapists.html>

<https://www.youtube.com/watch?v=rQwanxQmFnc>

<https://www.irelaunch.com/blog-COVID-19>

<https://www.themuse.com/advice/job-search-coronavirus>

https://www.inhersight.com/blog/insight-commentary/job-searching-during-coronavirus?_n=75066644#

<https://www.fastcompany.com/90481374/3-ways-to-keep-your-job-search-active-during-the-covid-19-pandemic>

<https://www.linkedin.com/pulse/coronavirus-going-disrupt-your-job-search-andrew-seaman/?trackingId=rqiuXuZbSpy06HNmNX%2Furg%3D%3D>

Interview Resources Continued

<https://www.socialwork.career/2015/06/7-career-tips-for-macro-social-workers.html>

<https://www.socialwork.career/2015/08/3-secrets-every-macro-social-worker-must-know.html>

<https://www.socialwork.career/2016/02/online-job-fair-tips.html>

Contact Information

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aliberman@uh.edu

Social Work Building, 4th Floor

Office #110G



The University of Texas at Austin
DiNitto Career Center
Steve Hicks School of Social Work

SPRING 2020

BSW/MSSW RESUME WORKSHOP

JENNIFER LUNA, MSSW

Director, DiNitto Career Center, The University of Texas at Austin, Steve Hicks School of Social Work,

RESUMES

YOUR RESUME

- Your resume is **YOUR MARKETING PIECE!**
- The sole purpose of the resume is to secure an interview
- Employers may spend **less than 60 seconds** looking at it
- Employers will probably have the mind set of trying to weed people out when beginning the initial review process

Ace's Carpet Cleaning Service

- ✿ **Inspects your carpet to ensure the best cleaning method and results**
- ✿ **Loosens matted carpet fibers with specially designed rakes to ease soil removal**
- ✿ **Rinses and extracts with clear water to ensure that the cleaning solution and soil are removed along with the rinse water, leaving a clean, residue-free carpet**
- ✿ **Move and replace furniture in its original position. However, we do not move large pieces of furniture such as china cabinets, entertainment centers, armoires, pianos, sofas, etc.**

Call 555-1234 to set up an appointment

Jack's Carpet Cleaning Service

- Rated # 1 by carpet manufacturers
- Cleans the toughest, deepest dirt from your carpet safely and gently
- Provide commercial and residential service
- Free estimates available by phone
- 100% money back guarantee
- Fast, same day service

Call 555-1234 to set up an appointment

BASIC GUIDELINES

- **Make your resume purposeful**, don't make the reader try to figure out how you could fit in their organization – use job posting/organization webpage as a guide
- **Emphasize skills and accomplishments**, not general job responsibilities
- **Focus on skills you enjoy using**, not skills you used because you had to.
- **Don't use broad terms, first person or pronouns**, "worked" "helped" "assisted" I, he, she, or they

TRANSFERRABLE SKILLS

Knowledge areas or skills that *seem* irrelevant to the position you are applying for, but in reality may translate nicely...

Examples

- Communication skills including public speaking, knowledge of a foreign language, presentation development, writing and clinical documentation
- Research / analytical skills and grant writing skills
- Leadership and supervisory experience
- Experience in desktop publishing, newsletter writing, web page design
- Social Networking, blogging, social media
- Mediation skills / conflict resolution / negotiation skills
- Project development, coordination, management, and evaluation
- Community outreach, marketing, public relations
- Volunteer recruitment or coordination

KNOWLEDGE AREAS

UNIQUE SKILLS, KNOWLEDGE, OR EXPERIENCE FOCAL POINTS

BE SPECIFIC! HERE'S HOW TO DESCRIBE YOUR KNOWLEDGE AREAS:

- Knowledge of various clinical frameworks or treatment modalities (play therapy, solution focused therapy, brief therapy)
- Knowledge of developmental theories, stages of grief and loss, child development theories
- Knowledge of public assistance programs including housing, SNAP program, Social Security, Medicaid, Medicare, Veteran's benefits, Section 504 process
- Knowledge of community resources, social services systems, funding streams

GENERAL COMBINATION OUTLINE

One page vs. two pages

1. Contact information
2. Capabilities (Transferrable skills + knowledge areas)
3. Experience highlights
4. Education
5. Volunteer work
6. Awards, accomplishments, affiliations

COMBINATION FORMAT

- Your overall background reflects a range of unrelated skills. Market the best points of your experience as “Experience Highlights”
- List specific skills relevant to the job you are applying for – include a “Capabilities” section at the beginning of your resume
- Back it up with your experience with an employment history that segues into a chronological format at the end of the resume
- View Combination Style: Next Slides!

SAMPLE RESUMÉ – COMBINATION

KENDALL ANDREWS

www.linkedin.com/in/justinsmith

12345 Brooksville Ave.
Austin, TX 78704

(512) 555-3465
Andrews@mail.utexas.edu

CAPABILITIES

- Knowledge of different treatment approaches, including play therapy, brief therapy and solution-focused therapy
- Experience working with diverse populations; proficient knowledge of conversational Spanish, both verbal and written
- Expertise in identifying group dynamics and resolving ethical issues
- Strong crisis management skills
- Proven experience conducting detailed assessments of clients for drug and alcohol related issues

EXPERIENCE HIGHLIGHTS

Workers Assistance Program, Austin, Texas

MSSW Intern

1/16 – 5/16

- Counseled individuals, couples, and adolescents using brief therapy in an Employee Assistance Program setting
- Performed case management and procedural referrals for drug and alcohol cases
- Counseled clients upon intake, screening and assessment

Salvation Army, Austin, Texas

MSSW Intern

9/13 – 5/15

- Performed intake casework, case-managed clients, assisted with employment program (homeless population)
- Collected baseline research data; published outcome effectiveness assessment report
- Facilitated a Life Skills group for clients facing homelessness, mental health issues and substance abuse

Motorola, Austin, Texas

Principal Staff Member

7/01 – 7/13

- Interfaced with customers to solve problems and support applications
- Collaborated within a team environment while supervising over 30 employees

EDUCATION

The University of Texas at Austin, Steve Hicks School of Social Work
Master of Science in Social Work, Concentration: Clinical Social Work

Anticipated 5/2018

The University of Texas at Austin
Bachelor of Arts in Psychology

2009

COMMUNITY SERVICE

Texas Department of Protective and Regulatory Services – Runaway Hot Line
Johnston High School, Tutor
Alternative Learning Center, Tutor
Christmas Bureau, Volunteer

9/11 – present
9/13 – 5/14
9/11 – 9/13
2005 – 2015

AFFILIATIONS, CERTIFICATIONS, AND HONORS

Certified Cognitive Behavioral Therapist (CCBT)
Member, National Association of Social Workers
Chosen “2012 Volunteer of the Year,” Texas Department of Protective and Regulatory Services

REQUIREMENTS FOR RESUME REVIEW:

Formatting & Other:

- Use bullet points
- No first person, no pronouns, no paragraphs
- Font: Times new roman or Calibri, no smaller than size 11, margins between 0.5 and 1
- Last name and page number on second page only
- Print only on one side of sheet
- Don't use more than three styles on a header (caps, bold, underline)

QUESTION & ANSWER SESSION



Questions?

Please type in your question to the question box.

We will unmute you to ask your question aloud to the presenters.



Studying for a licensure exam?
NASW can help.

**"Pass Your LMSW, LMSW-AP & LCSW Exam"
Online Review Course begins soon!**

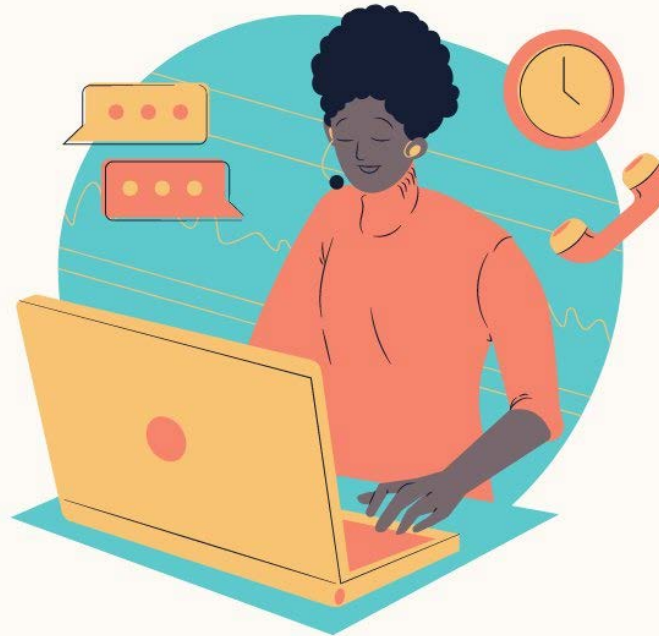
Video course available May 1-22 | Live online Q&A, May 22

Includes a LIVE Q&A on May 22 with presenter Dr. Cynthia Franklin, Steve Hicks School of Social Work, UT-Austin.

Early Bird rates available through April 26! [Register today!](#)

NASW/TEXAS EXCLUSIVE!

**"CONDUCTING ETHICAL MENTAL HEALTH SERVICES
VIA TELEHEALTH" WEBINAR**



**May 4-6, 2020
12-3pm daily**

Get experiential training to provide ethical mental health services via telehealth in Texas, includes best practices, forms, templates, systems & structures.
9 CEU (3 Ethics)

Limited spots available.

[Learn more and sign up!](#)

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- **Join NASW to advance your career, to connect with mentors and colleagues, and to advocate for important social issues. NASW members enjoy benefits and networking provided by both the NASW national office and their local chapter, for one annual fee.**
- **NASW members represent the very best of social work in academia, practice, research, and policy. Through NASW, we have a larger voice and more influence with elected leaders, policy makers, and employers to make critical changes that support the social work profession and society.**
- **Social Work Student Membership**
 - BSW and MSW Student Membership** annual dues: \$60
 - Doctoral Student Membership** annual dues: \$179
 - Transitional Membership**
 - BSW students are eligible for two years of transitional membership, with annual dues of \$116**
 - MSW students are eligible for three years of transitional membership, with dues of \$116 in years one and two, and dues of \$179 in year three**

<https://www.socialworkers.org/nasw/join>