



Department of Employment,
Education, Training and
Youth Affairs

I can do that TOO



I can do that too I can do that too

*HOW TO
COUNT YOUR
WORK SKILLS*



CAREER INFORMATION

C
A
R
E
E
R

I
N
F
O
R
M
A
T
I
O
N

I can do that too!

*How to count your
work skills and
make your work skills
count*

© Commonwealth of Australia 1998

This work is copyright. Apart from any use as permitted under the Copyright Act 1968, no part may be reproduced by any process without prior written permission from the Communications Branch of the Department of Education, Training and Youth Affairs, GPO Box 9880, Canberra, ACT, 2601.

1st Printed 1993

Revised 1997

Reprinted 1998

Title. I Can Do That Too - How to count your work skills.

ISBN 0 642 23751 4

IMPORTANT: Please note that the contents of this publication are based on information and advice received up until the date of compilation in March 1998.

The Commonwealth, its officers, employees or agents disclaim any loss howsoever caused whether due to negligence or otherwise arising from the use of information in this publication.

Contents

Introduction	1
How to use this book	3
Recognising your skills	5
- Getting around	6
- Managing households	7
- Clothes	8
- Food	9
- Around the home	10
- Friends and family	11
- In the community	12
- Interests and hobbies	13
- Children and young people	14
- Social and personal	15
- Previous employment	16
Job investigation	18
Worksheet	20
Worksheet check list	23
Making it work	25
Talking about your skills in an interview	26
Help in getting a job	27
Helpful material for you to read	30
Skills identified in this book	31

Introduction

We all have skills. However, we don't always recognise that they are skills.

The skills we are talking about are not only those learnt in courses but those we gain in all sorts of ways. They are the skills we use to help us live our everyday lives.

Skills are what you use every day in getting around, managing a household, doing community work, looking after children and young people and pursuing your interests and hobbies. These skills are exactly the same skills employers want from their employees.

Skills are your assets and are yours to trade for employment. Organisations will pay you in return for using your skills.

These skills are essential to the efficient performance of jobs.

Are you making the most of your skills? If not, what steps can you take to make the most of them?

This booklet will show you how to identify your skills for yourself. It will then show you how your skills and experiences are essential to doing many paid jobs well - and how to explain this to an employer.

Identifying your particular skills and being able to talk about them gives you more confidence. Your chances of getting a job are greatly increased when you can tell employers just what you **CAN** do and what you are particularly **GOOD** at doing.

Often we think that a skill is something we have to be taught. We might say we can do something, but not realise that this is a skill.

When family members, friends, neighbours or acquaintances say that you have:

- an ability in...
- a flair for...
- a knack for...
- know-how
- a natural ability in...
- a talent for...
- a good understanding of...
- expertise in...
- an aptitude for...,

they are talking about your skills. They may also say you are:

- confident
- competent
- effective
- proficient
- capable
- talented

Here they are talking about how well you use your skills.

Any more you can think of yourself?

How to use this book

Over the next few pages you will find a range of questions about your everyday activities. They are grouped under headings like 'In the community', or 'Around the home'. The questions are also in groups. For example under 'Getting around' there is a group of questions that asks:

	Tick	Skills
Do you have a good sense of direction? Do others rely on you to find the way? Can you follow maps? Are you good at giving other people directions?	<input type="checkbox"/>	<i>Instructing</i>
	<input type="checkbox"/>	<i>Problem solving</i>
	<input type="checkbox"/>	<i>Communication</i>
	<input type="checkbox"/>	<i>Local knowledge</i>

If you can answer Yes to **any** of these questions, then tick the relevant skills used box or boxes. In the above example for 'Do you have a good sense of direction?', you would tick the Problem solving and Local knowledge skills used boxes. If you can answer Yes to **all** of the questions, then tick all the above skills used boxes.

Don't skip any pages. You might be surprised to find that you have skills that you haven't identified before.

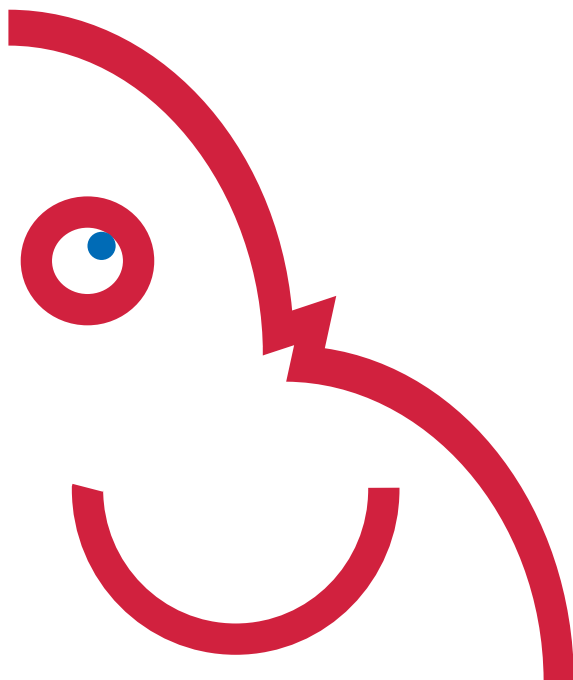
Having **identified your skills**, the next step is to look at the types of features you would like in a **job**. You can do this by reading the **Job Investigation** pages which will help you to look at different types of work, hours of work, working conditions and so on. Tick the boxes most suitable for you.

Next, list your newly named skills and selected job features on the worksheet included in this book. This sheet can be used to compare your skills and preferred job features to job vacancies when you look for work.

If possible, get some friends to work through the questions with you. Friends and family can usually talk about what we can do well, more comfortably than we can talk about it ourselves.

Good luck and have fun! Remember there are no right or wrong answers and you don't have to be fantastic at something to be able to tick a box. Even things we find hard to do need certain skills to be able to do them at all.

Recognising your skills



Getting around

	<i>Tick</i>	<i>Skills</i>
How well can you follow a bus or train timetable? Can you plan a trip from one side of the city to the other by public transport?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Planning</i> <i>Information gathering</i> <i>Reading</i>
Do you have a good sense of direction? Do others rely on you to find the way? Can you follow maps? Are you good at giving other people directions?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Problem solving</i> <i>Communication</i> <i>Local knowledge</i> <i>Instructing</i>
If the car starts spluttering do you try to find out methodically? Can you change the oil in your car? Change a spark plug? A fan belt? A wheel? Do you enjoy keeping your car running well?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Problem solving</i> <i>Mechanical</i> <i>Maintenance</i> <i>Hand-eye</i> <i>Manual ability</i>
Is your car log book up-to-date, with a clear record of your repairs and servicing?	<input type="checkbox"/> <input type="checkbox"/>	<i>Record keeping</i> <i>Planning</i>
Do your friends ask you for help in buying a second-hand car because you know about cars and what they are worth?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Negotiation</i> <i>Technical expertise</i> <i>Supporting</i>
Can you organise a holiday in another town? Find the cheapest way of getting there by the most direct route? Do you find out what you will need to take with you before you leave, so that you can pack efficiently? Do you enjoy exploring new places?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Research</i> <i>Forward thinking</i> <i>Communication</i> <i>Initiative</i> <i>Adaptability</i>

Some jobs you may like to look into further:

Bus and coach driver; Car rental officer; Delivery driver/courier; Forest worker; Hire car driver/chauffeur; Hotel/motel front office clerk; Park ranger; Postal employee; Radiator repairer; Sales representative; Service station attendant; Taxi driver; Tour guide; Tow truck driver; Transport clerk; Travel consultant; Tyre fitter

List the skills you've identified and the jobs you want to look into further onto your worksheet in this book - continue to do this for the rest of this section.

Managing households

	<i>Tick</i>	<i>Skills</i>
Do you plan when and where to do your shopping? For example do you consider things like: Price? Convenience? Customer service? Range? 'Green' packaging policy?	<input type="checkbox"/>	<i>Evaluation</i>
	<input type="checkbox"/>	<i>Assessment</i>
	<input type="checkbox"/>	<i>Decision-making</i>
	<input type="checkbox"/>	<i>Research</i>
	<input type="checkbox"/>	<i>Planning</i>
Have you ever bargained for a better deal? Have you ever returned goods? If you're not satisfied with something you've paid for, can you make a polite complaint?	<input type="checkbox"/>	<i>Negotiation</i>
	<input type="checkbox"/>	<i>Conciliation</i>
	<input type="checkbox"/>	<i>Liaison</i>
	<input type="checkbox"/>	<i>Communication</i>
Do you plan a budget and stick to it? Do you know when to expect bills? Can you do your own tax return? Balance your own bank account?	<input type="checkbox"/>	<i>Financial</i>
	<input type="checkbox"/>	<i>Planning</i>
	<input type="checkbox"/>	<i>Budgeting</i>
	<input type="checkbox"/>	<i>Numeracy</i>
Can you divide the household chores and get everyone to do their share? Can you separate what has to be done, from what should be done and from what would be nice, if only...?	<input type="checkbox"/>	<i>Delegation</i>
	<input type="checkbox"/>	<i>Prioritising</i>
	<input type="checkbox"/>	<i>Management</i>
	<input type="checkbox"/>	<i>Organisation</i>
Can you assemble kit furniture? Program the VCR? Use all of the functions on the microwave? Use calculators?	<input type="checkbox"/>	<i>Following directions</i>
	<input type="checkbox"/>	<i>Technical</i>
	<input type="checkbox"/>	<i>Reading</i>
Do you label videos so that you know what's on them and where? Do you keep them in order? Do you have a system for keeping track of the household's appointments, family birthdays and the right time to plant bulbs?	<input type="checkbox"/>	<i>Information gathering</i>
	<input type="checkbox"/>	<i>Systems</i>
	<input type="checkbox"/>	<i>Methodical</i>
	<input type="checkbox"/>	<i>Classification</i>
	<input type="checkbox"/>	<i>Record keeping</i>

Some jobs you may like to look into further:

Accounts clerk; Bank officer; Clerk; Human resources officer/personnel officer; Industrial relations officer; Inventory and supply officer; Library assistant; Museum officer; Office administrator; PC user support; Purchasing officer; Records manager; Sound technician; Surveying technologist; Training officer

Clothes

	Tick	Skills
Can you make a limited wardrobe look good on most occasions? Can you tell whether something will look right before you even try it on? Do your friends ask you to help them buy clothes?	<input type="checkbox"/>	<i>Resourceful</i>
	<input type="checkbox"/>	<i>Style</i>
	<input type="checkbox"/>	<i>Presentation</i>
	<input type="checkbox"/>	<i>Artistic</i>
Can you sew your own clothes? Adjust patterns to fit? Fix the tension on the sewing machine, keep it oiled and select the right attachment for the job? Do your friends ever get you to help them with their sewing?	<input type="checkbox"/>	<i>Manual</i>
	<input type="checkbox"/>	<i>Technical</i>
	<input type="checkbox"/>	<i>Attention to detail</i>
	<input type="checkbox"/>	<i>Designing</i>
	<input type="checkbox"/>	<i>Mechanical</i>
Do you make sure you're never caught with clothes that need ironing or mending at the last minute? Do you have a needle and thread, a safety pin and an odd button collection on hand for emergencies?	<input type="checkbox"/>	<i>Organisation</i>
	<input type="checkbox"/>	<i>Planning</i>
	<input type="checkbox"/>	<i>Forward thinking</i>
	<input type="checkbox"/>	<i>Anticipating</i>
	<input type="checkbox"/>	<i>Initiative</i>
Are you a fast and fancy knitter? Can you crochet? Embroider? Can you do fine repairs that hardly show?	<input type="checkbox"/>	<i>Hand-eye</i>
	<input type="checkbox"/>	<i>Attention to detail</i>
	<input type="checkbox"/>	<i>Manual ability</i>
Do you try to search out less expensive clothes to fit into your budget? Do you adapt styles to make clothes last for a couple of seasons? Have you ever made a fancy dress costume or formal outfit?	<input type="checkbox"/>	<i>Budgeting</i>
	<input type="checkbox"/>	<i>Innovation</i>
	<input type="checkbox"/>	<i>Creative</i>
	<input type="checkbox"/>	<i>Artistic</i>

Some jobs you may like to look into further:

Accounts clerk; Clothing patternmaker; Clothing production manager; Craftsperson; Dressmaker; Dry cleaner; Fashion co-ordinator; Interior decorator; Jeweller; Leather worker; Market researcher; Metal machinist; Milliner; Retail Buyer; Sales assistant; Sewing machine mechanic; Soft furnishing maker; Tailor; Toolmaker; Upholsterer; Visual Merchandiser

	Tick	Skills
Do your meals look as good as - or better than - the pictures in the recipe books? Can you design appropriate trays of party food for people on special diets? Can you decorate a cake so well that it looks too good to eat? Do you enjoy garnishing food?	<input type="checkbox"/>	<i>Visual</i>
	<input type="checkbox"/>	<i>Presentation</i>
	<input type="checkbox"/>	<i>Artistic</i>
	<input type="checkbox"/>	<i>Creative</i>
Can you crack eggs without breaking the yolks, chop onions into rings and slice meat neatly? Can you toss a salad and keep it all in the bowl? Can you flip a pancake? Are you any good with chopsticks?	<input type="checkbox"/>	<i>Precision</i>
	<input type="checkbox"/>	<i>Attention to detail</i>
	<input type="checkbox"/>	<i>Co-ordination</i>
	<input type="checkbox"/>	<i>Manual ability</i>
Do you plan your shopping and stock up on the basics when they're on special? Can you create appetising meals out of bits and pieces and disguise left-overs? Can you make a little go a long way? If you're caught short, can you work out alternative ingredients?	<input type="checkbox"/>	<i>Planning</i>
	<input type="checkbox"/>	<i>Purchasing</i>
	<input type="checkbox"/>	<i>Budgeting</i>
	<input type="checkbox"/>	<i>Creative</i>
	<input type="checkbox"/>	<i>Flexibility</i>
	<input type="checkbox"/>	<i>Lateral thinking</i>
Have you ever organised friends to bring a plate when you're all getting together? Can you cope with 'helpers' in your kitchen? Have you ever put on a dinner party with someone else? A children's party? Have you ever helped run a sausage sizzle?	<input type="checkbox"/>	<i>Delegation</i>
	<input type="checkbox"/>	<i>Team building</i>
	<input type="checkbox"/>	<i>Planning</i>
	<input type="checkbox"/>	<i>Organisation</i>
	<input type="checkbox"/>	<i>Interpersonal</i>
	<input type="checkbox"/>	<i>Communication</i>
Can you design and chart a diet for yourself? If you find out that one of your dinner guests has a special dietary problem, can you adjust a menu to suit?	<input type="checkbox"/>	<i>Information gathering</i>
	<input type="checkbox"/>	<i>Creative</i>
	<input type="checkbox"/>	<i>Flexibility</i>
	<input type="checkbox"/>	<i>Research</i>

Some jobs you may like to look into further:

Baker; Cake decorator; Catering manager; Cheesemaker; Confectioner; Convention co-ordinator; Cook/chef; Dietitian/nutritionist; Hospital diet supervisor; Pastrycook; Waiter

Around the home

	<i>Tick</i>	<i>Skills</i>
Can you work out where to put furniture before you move it? Can you make spaces more comfortable and practical? Can you change the look and feel of a room by simply moving the furniture and swapping the decorations around?	<input type="checkbox"/>	<i>Perception</i>
	<input type="checkbox"/>	<i>Adaptable</i>
	<input type="checkbox"/>	<i>Sense of space</i>
	<input type="checkbox"/>	<i>Style</i>
	<input type="checkbox"/>	<i>Presentation</i>
	<input type="checkbox"/>	<i>Needs assessment</i>
Do you enjoy fixing things? Can you keep things working with a rubber band here, a nail there and the kind of 'luck' that no-one else seems to have? When you put up a shelf, does it stay up?	<input type="checkbox"/>	<i>Problem solving</i>
	<input type="checkbox"/>	<i>Designing</i>
	<input type="checkbox"/>	<i>Tool using</i>
	<input type="checkbox"/>	<i>Initiative</i>
	<input type="checkbox"/>	<i>Resourceful</i>
Can you find things around your home if they're not where they're supposed to be? If your house is suddenly filled with hundreds of kids, is it you who thinks of things to keep them all amused?	<input type="checkbox"/>	<i>Patience</i>
	<input type="checkbox"/>	<i>Problem solving</i>
	<input type="checkbox"/>	<i>Innovation</i>
	<input type="checkbox"/>	<i>Flexibility</i>
	<input type="checkbox"/>	<i>Ingenuity</i>
Are you the person who looks after the garden? Do you work out which plants should be planted when? Do you stake plants when they fall over? Do you take cuttings from other people's gardens?	<input type="checkbox"/>	<i>Planning</i>
	<input type="checkbox"/>	<i>Methodical</i>
	<input type="checkbox"/>	<i>Horticultural</i>
If something major needs doing around the house or garden, can you find a reliable tradesperson to do the job? Do you explain clearly what you need to be done? Can you give instructions? Can you imagine what the job will look like when it's finished?	<input type="checkbox"/>	<i>Research</i>
	<input type="checkbox"/>	<i>Communication</i>
	<input type="checkbox"/>	<i>Instructing</i>
	<input type="checkbox"/>	<i>Negotiation</i>
	<input type="checkbox"/>	<i>Briefing</i>

Some jobs you may like to look into further:

Cabinetmaker; Child care worker; Community development worker; Developmental care worker; Family day care provider; Furniture polisher; Gardener; Graphic designer; Graphic prepress operator; Interior decorator; Interior designer; Landscape gardener; Nursery worker; Office administrator; Set designer; Teacher's aide; Teacher; Telecommunications technician; Tree surgeon

Friends and family

	Tick	Skills
Are you the one who everyone expects to cope with crises, hospitals, police and people in authority?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Leadership</i> <i>Reassurance</i> <i>Authority</i>
Are you the reference point on family history? Do you keep and sort out family photos? Are you the one who stays in touch with family members in other places, writes cards and exchanges photos?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Information gathering</i> <i>Record management</i> <i>Record keeping</i> <i>Interpersonal</i>
Are you the family 'ear'? Do people come to you to tell their problems? Do you act as the peacemaker in family arguments and disputes?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Listening</i> <i>Empathy</i> <i>Counselling</i>
Are you the organiser of family functions? Reunions, anniversaries, birthday parties, weddings, Christmas dinner? Are you the one who starts the ball rolling and gets other people to do tasks? Or the person who fixes the mistakes that other people have made in their organisation?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Project management</i> <i>Planning</i> <i>Organisation</i> <i>Communication</i> <i>Delegation</i> <i>Leadership</i> <i>Motivating</i>
Have you ever been the support person for a birth? Have you ever been a witness at a marriage? Gone with someone to court? Or to accompany a friend to see a lawyer or a doctor?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Confidence</i> <i>Empathy</i> <i>Supporting</i> <i>Interpersonal</i> <i>Encouraging</i>
Do people ask you to help them fill in forms? Do friends or family ask you to write letters for them? Do you help them put together assignments or job applications?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Writing</i> <i>Reading</i> <i>Mentor</i> <i>Spelling and editing</i>

Some jobs you may like to look into further:

Ambulance officer; Counsellor; Court registrar; Developmental educator; Disability services instructor; Employment officer/Personnel Consultant; Environmental health officer; Functions coordinator; Nursing assistant; Rehabilitation counsellor; Welfare worker; Probation officer/Parole officer

In the community

	Tick	Skills
Have you ever coached a school sports team?	<input type="checkbox"/>	<i>Training</i>
Have you ever run a Saturday or Sunday School class? Have you ever taught kids how to knit, cook, or ride a bike? Have you ever helped children with their homework?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Teaching</i> <i>Team building</i> <i>Motivating</i> <i>Instructing</i> <i>Time management</i>
Have you ever been a main part of organising a school or charity run? Have you had a stall at the local fete? Are you the person who manages to get people to volunteer to do all the things necessary for the school fete? Have you ever organised a raffle and asked local businesses to donate services or prizes?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Co-ordination</i> <i>Marketing</i> <i>Enthusing</i> <i>Prioritising</i> <i>Organisation</i> <i>Leadership</i> <i>Public relations</i>
Have you ever been part of organising a petition on a local issue? Have you ever had a letter to the editor of a paper published? Have you ever been to see your local Member of Parliament about a particular issue?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Commitment</i> <i>Political</i> <i>Research</i> <i>Lobbying</i> <i>Organising</i>
Are you a member of the school committee or other school, sporting or community group? Have you called meetings, taken minutes, convened subcommittees, organised speakers or been part of groups doing these or similar tasks?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Planning</i> <i>Recording</i> <i>Leadership</i> <i>Management</i> <i>Communication</i> <i>Interpersonal</i>
Have you written letters to the editor, press releases, newsletters, reports, submissions, leaflets, stories, instructions, pamphlets, local guides, information sheets or anything else for others to read?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Literacy</i> <i>Reading</i> <i>Writing</i> <i>Editing</i> <i>Designing</i>

Some jobs you may like to look into further:

Child care worker; Copywriter; Court officer; Industrial relations officer; Journalist; Occupational health and safety officer; Youth worker; Receptionist; Secretary; Teacher; Ticketwriter and showcard artist; Training officer; Writer

Interests and hobbies

	<i>Tick</i>	<i>Skills</i>
Have you ever done your family tree? Or found out when and how your house was built? Have you ever looked for information on local history, or organisations that you belong to?	<input type="checkbox"/>	<i>Research</i>
	<input type="checkbox"/>	<i>Communication</i>
	<input type="checkbox"/>	<i>Library</i>
	<input type="checkbox"/>	<i>Reading</i>
	<input type="checkbox"/>	<i>Record keeping</i>
	<input type="checkbox"/>	<i>Organisation</i>
Do you take a lot of photos? Are you the one who videos the family occasions or the school concert? Have you ever made up an original idea for a video and then filmed it?	<input type="checkbox"/>	<i>Visual</i>
	<input type="checkbox"/>	<i>Creative</i>
	<input type="checkbox"/>	<i>Technical</i>
	<input type="checkbox"/>	<i>Artistic</i>
Have you ever bought stocks or shares and followed their progress in the financial pages of the paper? Do you bet on the races? Do you make bets with your friends, or run a system for the pools or the lotto? Do you work out the odds for poker or two-up?	<input type="checkbox"/>	<i>Numeracy</i>
	<input type="checkbox"/>	<i>Systems</i>
	<input type="checkbox"/>	<i>Methodical</i>
	<input type="checkbox"/>	<i>Risk taking</i>
	<input type="checkbox"/>	<i>Reading</i>
Do you play computer games at home? Do you play around with electronic gadgets and appliances? Can you use calculators well?	<input type="checkbox"/>	<i>Hand-eye</i>
	<input type="checkbox"/>	<i>Attention to detail</i>
	<input type="checkbox"/>	<i>Concentration</i>
	<input type="checkbox"/>	<i>Computer literate</i>
Are you good at cards? Chess? Scrabble? Monopoly? Do you enjoy playing with a partner in competition?	<input type="checkbox"/>	<i>Competitive</i>
	<input type="checkbox"/>	<i>Team participation</i>
	<input type="checkbox"/>	<i>Strategic thinking</i>
Do you collect stamps? Coins? Spoons? Matchboxes? China? Theatre programmes? Do you collect seriously and look for things you are missing to make the collection more complete?	<input type="checkbox"/>	<i>Cataloguing</i>
	<input type="checkbox"/>	<i>Persistence</i>
	<input type="checkbox"/>	<i>Specialist knowledge</i>
	<input type="checkbox"/>	<i>Patience</i>
	<input type="checkbox"/>	<i>Attention to detail</i>

Some jobs you may like to look into further:

Accounts clerk; Archivist; Building society officer; Computer programmer; Film & TV editor; Leadlight worker; Librarian; Market researcher; Museum officer; Photographer; Recreation officer; Stage manager; Stockbroker's clerk; Tourism manager

Children and young people

	Tick	Skills
Do you look after other people's children when they ask you to? Do children enjoy being with you and do you usually like being with them?	<input type="checkbox"/>	Reliability
	<input type="checkbox"/>	Child caring
	<input type="checkbox"/>	Imagination
	<input type="checkbox"/>	Patience
	<input type="checkbox"/>	Responsibility
Can you keep a group of children amused? Do you think up things for them to do, like painting, collage, storytelling, singing, games?	<input type="checkbox"/>	Creative
	<input type="checkbox"/>	Patience
	<input type="checkbox"/>	Communication
	<input type="checkbox"/>	Team building
Can you show children how to cook, sew, make kites, read, draw, swim, play ball, do handstands, write poems, or knit? Can you do this on a one-to-one basis, or with a group?	<input type="checkbox"/>	Instructing
	<input type="checkbox"/>	Teaching
	<input type="checkbox"/>	Listening
	<input type="checkbox"/>	Flexibility
Are you good with sick children or new born babies? Can you calm down a crying child easily and comfort a distressed one?	<input type="checkbox"/>	Nurturing
	<input type="checkbox"/>	Caring
	<input type="checkbox"/>	Nursing
	<input type="checkbox"/>	Patience
Do you teach your children to be tidy, be organised, look after their bodies, clean their teeth, eat properly, behave themselves in public and generally take care of themselves and act responsibly?	<input type="checkbox"/>	Nursing
	<input type="checkbox"/>	Health education
	<input type="checkbox"/>	Communication
	<input type="checkbox"/>	Tenacity
	<input type="checkbox"/>	Negotiation
Are you the 'expert' on children? Do people ask you for advice on every rash or pimple on their children? Do you reassure people about their baby who isn't breastfeeding properly? Have you ever helped someone deal with a difficult teenager?	<input type="checkbox"/>	Counselling
	<input type="checkbox"/>	Nurturing
	<input type="checkbox"/>	Mentor
	<input type="checkbox"/>	Authority
	<input type="checkbox"/>	Empathy
	<input type="checkbox"/>	Reassuring

Some jobs you may like to look into further:

Child care worker; Community services aide; Dental assistant; Dental therapist; Developmental educator; Family day care provider; Governess; Health promotion officer; Music therapist; Nanny; Nurse; Nursing assistant; Social worker; Teacher; Teacher's aide; Welfare worker; Youth worker

Social and personal

	<i>Tick</i>	<i>Skills</i>
Do you do voluntary work with the aged, the sick or people with a disability? Are you good with old people? Can you provide them with company and conversation?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Listening</i> <i>Caring</i> <i>Empathy</i> <i>Patience</i>
Are you the person who welcomes new people to the neighbourhood or family? Do you show them around and tell them how things work?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Interpersonal</i> <i>Information sharing</i> <i>Supporting</i> <i>Public relations</i>
Do you watch TV programmes about other countries? Do you enjoy reading about different places? Do you have friends from other cultures? Do you eat lots of different types of ethnic food?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Communication</i> <i>Adaptability</i> <i>Cross-cultural</i> <i>Geographical</i>
Have you been involved with party plan selling? Have you ever made things to sell at home or at the markets, or had a garage sale?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Business</i> <i>Entrepreneurial</i> <i>Marketing</i> <i>Customer service</i>
Do you follow a fitness programme regularly, bushwalk, surf, play tennis or netball, swim laps or do other forms of exercise?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Persistence</i> <i>Team participation</i> <i>Time management</i>
Do you go to courses about other places, travel overseas, enjoy learning other languages and read about other places and people?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Cultural</i> <i>Linguistic</i> <i>Reading</i> <i>Writing</i>
Do you read non-fiction, go to courses, read the papers and follow issues in the media? Do you discuss your interest areas with friends and enjoy learning something new?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Research</i> <i>Learning</i> <i>Study</i> <i>Articulate</i>

Some jobs you may like to look into further:

Anthropologist; Airline services operator; Funeral attendant; Geographer; Interpreter; Market researcher; Marketing officer; Public relations officer; Residential care worker; Retail buyer; Sales assistant; Sales representative; Sports coach; Telephonist; Tour guide; Translator; Travel consultant

Previous employment

Have you ever worked as a driver, handyperson, maintenance worker, assembler, welder, sheetmetal worker, metal machinist, packer, storeworker or sold cars, motorbikes, lawnmowers, machinery spare parts or hardware items?

Tick

Skills

- | | |
|--------------------------|----------------------------|
| <input type="checkbox"/> | <i>Problem solving</i> |
| <input type="checkbox"/> | <i>Mechanical</i> |
| <input type="checkbox"/> | <i>Technical</i> |
| <input type="checkbox"/> | <i>Manual ability</i> |
| <input type="checkbox"/> | <i>Precision</i> |
| <input type="checkbox"/> | <i>Hand-eye</i> |
| <input type="checkbox"/> | <i>Designing</i> |
| <input type="checkbox"/> | <i>Attention to detail</i> |
| <input type="checkbox"/> | <i>Planning</i> |
| <input type="checkbox"/> | <i>Communication</i> |
| <input type="checkbox"/> | <i>People</i> |
| <input type="checkbox"/> | <i>Customer service</i> |
| <input type="checkbox"/> | <i>Selling</i> |
| <input type="checkbox"/> | <i>Marketing</i> |

Some jobs you may like to look into further:

Automotive parts interpreter; Light engine mechanic; Sales assistant; Sales representative; Storeworker

Have you ever worked as an accounting machine operator, bookkeeper, cashier, filing clerk, key punch system operator, ledger machine operator, library assistant, lift operator, receptionist, secretary, switchboard operator, teacher's aide, telephonist, telex operator, typist or usherette?

- | | |
|--------------------------|------------------------------|
| <input type="checkbox"/> | <i>Clerical</i> |
| <input type="checkbox"/> | <i>Keyboard</i> |
| <input type="checkbox"/> | <i>Record keeping</i> |
| <input type="checkbox"/> | <i>Research</i> |
| <input type="checkbox"/> | <i>Classification</i> |
| <input type="checkbox"/> | <i>Communication</i> |
| <input type="checkbox"/> | <i>Information gathering</i> |
| <input type="checkbox"/> | <i>Time management</i> |
| <input type="checkbox"/> | <i>Time keeping</i> |
| <input type="checkbox"/> | <i>Co-ordination</i> |
| <input type="checkbox"/> | <i>Initiative</i> |
| <input type="checkbox"/> | <i>Adaptability</i> |
| <input type="checkbox"/> | <i>Flexibility</i> |
| <input type="checkbox"/> | <i>Planning</i> |
| <input type="checkbox"/> | <i>Money handling</i> |
| <input type="checkbox"/> | <i>Numeracy</i> |
| <input type="checkbox"/> | <i>Public relations</i> |

Some jobs you may like to look into further:

Accounts clerk; Bank officer; Human resources officer/personnel officer; Receptionist; Stockbroker's clerk

Have you ever worked as an after school care worker, flight attendant, animal attendant, child care worker, creche assistant, dental nurse, governess, nanny, nurse's aide or veterinary nurse?

- Nursing*
- Caring*
- Nurturing*
- Supporting*
- Communication*
- Enthusing*
- Referral*
- Comforting*
- Empathy*
- Creative*

Some jobs you may like to look into further:

Dental hygienist; Developmental care worker; Occupational therapist; Social worker; Youth worker

Job investigation

Tick

By completing this chapter you will get an idea of the features you would like in a job.

Section 1

Do I want to do **manual work**? Work in which I can use my hands?

Do I want to do **mechanical work**? Work which requires skill with machinery?

Do I want to do **clerical work**? Work that may require working in offices, working with figures, money, correspondence or record keeping?

Do I want to do **sales work**? Work that involves selling goods and services?

Do I want to do **service work**? Work that helps the general public and may be done for individuals, groups, institutions, at home, in commercial or other establishments?

Am I thinking about being **self-employed** and working for myself?

Do I want to do **general work**? Work that involves being in charge of others, concerned with planning, supervision and organisation?

Do I want to do **technical work**? Work that requires trade skills or advanced training?

Section 2

Do I want to work...?

indoors

outdoors

indoors/outdoors

in a factory

in an office

Tick

Section 3

Do I want to work in the...?

city

suburbs

home

country (towns)

country

Tick

Section 4

Tick

Do I want to work ...?

- by myself
- in an area by myself
- as part of a team
- around others

Section 6

Do I want to work...?

- standard hours
- shift work
- only at nights/days
- seasonally

Section 8

Do I want to work in a job where...?

- I am expected to study
- there's no
- career development
- I find it challenging
- it is highly structured

Section 10

Do I want to work...?

- full time
- part time
- casual
- under contract
- sharing a job
- for myself
- freelance
- as a franchisee

Section 5

Tick

Do I want to work on...?

- different tasks
- (varied)
- mainly one task
- (repetitive)

Section 7

Do I want to be...?

- closely supervised
- loosely supervised
- unsupervised
- supervising others

Section 9

Do I want to work for...?

- a large company
- the Government
- a family business
- a community
- organisation

Section 11

Do I want to, or could I work in a...place?

- cold
- hot
- crowded
- dangerous
- dirty
- noisy
- smelly
- wet

Worksheet

List the **skills** you have identified

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

For **Sections 1 to 11**, list your order of preferences, eg for **Section 1**:
manual, clerical, service work

Section 1

.....

Section 2

.....

Section 3

.....

Section 4

.....

List any **education and training courses** that you would like to do, or would need to do for the jobs selected. Write down who offers them (ie private training providers, TAFE Institutes or universities), the location, course name, length and cost.
eg Happy Business College/City/Keyboard Skills/1 semester/\$100.

Private training providers

.....
.....
.....
.....
.....
.....
.....

TAFE Institutes

.....
.....
.....
.....
.....
.....
.....

Universities

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Worksheet check list

Tick

Have I listed my identified skills in order of those I enjoy the most?

Have I identified an appropriate range of jobs where my skills, education and training match those required for the job and listed them on the worksheet?

Do the job selections fit my lifestyle? Family commitments? Interests? Abilities? Industry needs? The direction I want my career to take? Have I recognised the jobs restrictions and limitations? Labour market demands and requirements?

Have I considered all my previous education and training achievements?

Have I identified whether I need to improve my present skills or education level for the jobs selected?

If additional education and training is involved, do I know how or where to go to find out which courses are most suitable for me? And if so, do I know which institutions provide the education and training most suitable for me? Private providers? TAFE? Universities?

Have I considered a career change from my previous employment, ie from that of 'checkout operator' to 'child care worker', and looked at the education level and training needed to achieve this goal? Have I looked at the time required to achieve this? Have I found out what financial assistance I may be eligible for from Centrelink?

Have I thought about what my expectations are in getting a job? Is it to meet people? Financial security? A sense of achievement? A chance to develop my skills further? To become financially independent? To buy things for myself, family or home? To travel?

Have I looked at the 'Situations Vacant' section of the newspapers to see how many positions are advertised for the types of jobs that match my skills?

Tick



Have I made a list of the job specifications for a number of different jobs I like.

For example:

The duties of the position? Location? Hours of work? Salary? Any benefits (eg company car)? Qualifications/skills required? Work experience required? Form of application required? Where to apply? Closing date for application? Starting date? How to get further information?

This is a good way to get a 'feel' for the jobs currently available, what skills employers are looking for, the names of possible employers to contact and for other job opportunities that require similar skills but you had not considered before.

Have I carried out a thorough self analysis?



Making it work

How can you convince possible employers that you have well-developed, appropriate skills and experience?

Here's an example of how:

Position Vacant

Supervisor of small staff in motel dining room. Must have good management skills. Experience in hospitality industry desirable. Apply in writing to the Cozee Motel.

Your application should address each of the selection criteria.

From application by Rosemary Kay, aged 42.

Good management skills

My management skills have been developed over the last few years through doing a range of community work while balancing the competing demands of a family of five. I have been responsible for organising major fund-raising events for the local school, including motivating groups of volunteers and making sure they completed tasks assigned to them. I was also involved with setting up a Saturday car rostering system for delivering children to activities. This required considerable management skills.

Experience in the hospitality industry

I am the person who organises family functions. In the last two years this included a 21st birthday party for 60 young people, a golden wedding anniversary celebration for 120 people and a range of smaller occasions. I enjoy this and find the process of organising, supervising and delegating very comfortable. I have also been on call at the local nursing home to assist in the food service and have done occasional shifts at the local hotel dining room when they were short staffed.

Talking about your skills in an interview

Three days later at the Cozee Motel

Manager: Well, we are interested in your application. Speaking frankly though Rosemary, we have applicants who have worked in restaurants while you have been at home for some years now, apart from some bits of casual work. Why should we take a chance on you?

Ms Kay: I have a lot of relevant experience and skills in related areas which are transferable. You need someone with maturity and commonsense, which are essential in running a household well. My experience with community groups has taught me people skills and how to supervise and encourage those who are not being paid, who can be very hard to motivate. I run a household where things are both ordered and comfortable. These are the kinds of experiences and skills you need to make your dining room run smoothly.

Help in getting a job

Important note: Changes to the Delivery of Labour Market Assistance

The Government has introduced a new and better way of helping unemployed people get jobs. From 1 May 1998, Job Network replaced the CES and provides improved services to job seekers and employers.

Job Network is a national network of more than 300 private, community and government organisations which specialise in finding unemployed people, particularly long-term unemployed people, the right jobs. These arrangements increase client choice, improve quality and efficiency and focus on getting unemployed people into jobs. Job Network gives unemployed people three to four times more sites than available under the CES to get assistance. Job Network members are paid to place unemployed people into jobs.

Centrelink is the gateway to the Job Network. Call into any one of Centrelink's offices across Australia to find out more about Job Network - and how it can help you. Centrelink will tell you where Job Network members are in your area. To contact Centrelink you can call 13 2850 for information in English or 13 1202 for other languages.

Career Information centres (providers of career and occupational information) are also a part of Centrelink.

For more information on Job Network, contact the Job Network Information Line on 1300 363 365 or visit the Job Network Internet site at: <http://jobnetwork.dewrsb.gov.au/>.

Job Network Services

From 1 May 1998, the more than 300 private, community and government organisations - making up Job Network - will provide the following services to employers and unemployed people:

- **Job Matching** - gathering employers' vacancies and matching unemployed people to these jobs.
- **Job Search Training** - providing training in job search techniques (résumés, interview techniques, presentation) to prepare unemployed people to apply for jobs and give them the skills and confidence to perform well when speaking to employers.

- **Intensive Assistance** - individually tailored help for long-term unemployed and other disadvantaged job seekers to address any employment barriers and place them in jobs.
- **Entry Level Training Support Services** - a ‘one-stop-shop’ providing integrated and streamlined apprenticeship and traineeship services to employers and job seekers.
- **New Enterprise Incentive Scheme (NEIS)** - assistance for unemployed people with ideas for a viable business to help them establish their own businesses.

New Enterprise Incentive Scheme (NEIS)

Do your friends, family members and acquaintances frequently say to you that they will pay you to do some: woodwork, home maintenance work, house painting, dog grooming, dressmaking, cake decorating, gardening or other work? Then self-employment may be an option for you. NEIS is designed to give financial and practical help to unemployed people receiving a Social Security benefit who have an idea for self-employment. Ask at your local Centrelink office for details.

Rural Youth Information Service (RYIS)

There are a number of RYIS outlets in rural and remote locations around Australia. They aim to provide young people with information, advice and referrals primarily on the range of employment, education and training options that are available but also help on health and welfare issues. Ask your local council, or Centrelink office for details.

Self Help Facilities

At Centrelink, unemployed people will have access to computers, facsimiles and telephones to help them prepare résumés and apply for jobs. They have access to an expanded national job vacancy database through the touchscreen facilities in Centrelink offices. To contact Centrelink you can call 13 2490 for information in English or 13 1202 for other languages.

Jobs, Education and Training Programme (JET)

JET assists sole parents, carers, Widow B pensioners, some special beneficiaries, widow allowees and partner allowees to improve their financial situation by aiding their entry or re-entry into the workforce. For those taking part, JET can help through:

- employment, education and training assistance
- assistance with finding affordable childcare

For more information about these programmes and other help for job seekers, contact your local Centrelink office.

— Helpful material for you to read

Job Guide

Each year a new edition of *Job Guide* is produced and contains hundreds of job descriptions. The main purpose of this publication is to provide a look at what jobs involve. It also explains how to choose a job, plan a career and look for work, where the necessary training is available and where to get further advice and information. Explore the jobs mentioned in earlier chapters of this publication in the *Job Guide*. *Job Guide* is also available on the Internet. You can find it via the DETYA home page: <http://www.detya.gov.au>.

Booklets

Job Search for Adults is a self-help guide for adults seeking employment or wanting to change jobs. Its main target is people who may be out of touch with job searching.

Job Search - Starting Out is aimed at young people but contains useful information for people looking for their first job or people without much experience in looking for work. It discusses how and where to look for jobs, how to apply for jobs (with sample résumés and application letters) and information about job interviews.

These and other products are available at Centrelink offices.

Public libraries, TAFE institutes, universities and secondary schools may also have reference copies available.

They are also available on the Internet. You can find them through DETYA's home page: <http://www.detya.gov.au>.

Skills identified in this book

Adaptability	Empathy	Local knowledge	Record management
Adventurous	Encouraging	Maintenance	Recording
Anticipating	Entrepreneurial	Management	Referral
Articulate	Enthusing	Manual	Reliability
Artistic	Evaluation	Manual ability	Research
Assessment	Financial	Marketing	Resourceful
Attention to detail	Flexibility	Mechanical	Responsibility
Authority	Following directions	Mediation	Risk taking
Briefing	Forward thinking	Mentor	Scientific
Budgeting	Geographical	Methodical	Selling
Business	Hand-eye	Money handling	Sense of space
Caring	Health education	Motivating	Specialist knowledge
Cataloguing	Horticultural	Needs assessment	Spelling
Child caring	Imagination	Negotiating	Strategic planning
Classification	Information gathering	Numeracy	Strategic thinking
Clerical	Information management	Nursing	Study
Co-ordination	Information sharing	Nurturing	Style
Comforting	Ingenuity	Organisation	Supporting
Commitment	Initiative	Patience	Systems
Communication	Innovation	People	Teaching
Competitive	Instructing	Perception	Team building
Computer literate	Interpersonal	Persistence	Team participation
Concentration	Keyboard	Planning	Technical
Conciliation	Lateral thinking	Political	Tenacity
Confidence	Leadership	Precision	Time keeping
Counselling	Learning	Presentation	Time management
Creative	Liaison	Prioritising	Tool using
Cross-cultural	Library	Problem solving	Training
Cultural	Linguistic	Project management	Visual
Customer service	Listening	Public relations	Writing
Decision making	Literacy	Purchasing	
Delegation	Lobbying	Reading	
Designing		Reassuring	
Editing		Record keeping	

Maybe looking at your list of skills, you will still feel 'That isn't really me!' Don't worry, it is! Most people feel uncomfortable talking about themselves: it feels like boasting. Push that feeling away and remember:

This is really you!

You can do that too!

