

# Twiningenterprise

mental wellbeing through work

## Looking for Work



[17/03/14]

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# About us

Everything we do is aimed at helping people with mental health problems gain access to the benefits work has to offer. We make a difference by building confidence, supporting ambitions and providing the help people want.

The right employment support doesn't just help someone with their work related goals; it improves their life and mental wellbeing.

Our services are divided into:

- **Services for clients** - supporting unemployed people to get into work and helping employed people to stay in work
- **Support for employers** - helping business owners and managers positively address mental health at work

If you're looking for work we hope this guide gives you some helpful information and tips to get you started.

## Getting help from Twining

We provide mental health employment support across London. Please go to our website for resources, information and to find our locally based services in the borough you live in.

Visit [www.twiningenterprise.org.uk](http://www.twiningenterprise.org.uk), in particular our 'help for you' pages, which detail where we work and what support we offer.

Typically, all of our clients get their own personal Employment Advisor who can help with CVs, application forms, interview practice, finding jobs or volunteering opportunities, confidence building, where to go for other support and anything else you would like help with.

## Contact us

[info@twiningenterprise.org.uk](mailto:info@twiningenterprise.org.uk)

020 8840 8833

Twining Enterprise  
84 Uxbridge Road  
Ealing  
W13 8RA



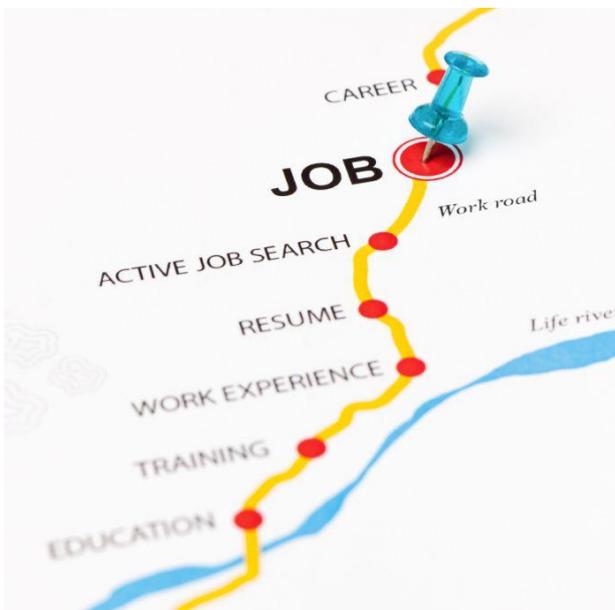
# Help looking for work

We know that looking for work can be stressful. The important thing is not to give up. We've put together this guide to get you started. We've separated it into helpful sections so you can easily find what you're looking for. These are:

- Different types of work
- Where to look for jobs (including a newspaper guide)
- How to network
- How to apply for work (writing a CV/filling in an application form)
- Disclosing your mental health problem or other disability
- A checklist of questions to ask yourself before you get started
- Some final tips
- A list of useful job search websites
- Your own job search record template
- Other places to go for support

If you don't find what you're looking for, remember that we offer one-to-one employment support which you can find out more about on our website, or by contacting us (details on the previous page).

We also have other resources you can take away for free on our website, [www.twiningenterprise.org.uk](http://www.twiningenterprise.org.uk)



# Types of work

What type of work are you looking for? It is important to pin this down so you don't spend time applying for jobs that you don't really want.

## Different sectors

The most difficult obstacle can be deciding what type of work you would like to get into.

Below are just a few sectors:

- Public sector
- Charities
- Retail
- Hotel/Catering
- Education
- Finance
- IT



If you're really not sure what you want to do, you may need to do some research to see what jobs match up with your skills, interests and experience.

There is also a fun quiz on Totaljobs which may give you some ideas:

[www.totaljobs.com/insidejob/what-job-can-i-do/](http://www.totaljobs.com/insidejob/what-job-can-i-do/)

If you don't have the skills, experience or qualifications for the job you really want, you might consider volunteering, interning or education to gain them.

If this is not possible, you will probably have to go back and consider other jobs. Don't be disheartened by this, many people try jobs they had not considered before and really enjoy them! Volunteering can be a good way to try out a job choice you're unsure about.

## Different hours

Increasingly, ways of working, working hours and days are becoming more flexible.

Examples of these flexible options include:

- Part-time
- Full-time
- Job sharing
- Term-time working
- Voluntary work
- Flexible work
- Self-employment
- Agency work (temping)

Think about what sort of hours and work would suit you before you apply.

# Where to look for work

There are a lot of places where you can find jobs advertised. There are still jobs advertised more traditionally in newspapers, job centres and outside places of work. However many jobs are now advertised online too, on job and employer websites. Social media and other types of networking (in the next section) are vital. The more places you look, the more chances you have to find your dream job.

## Places:

- Job centre
- Connexions (for young people 16 to 24)
- Employment agencies
- Newsagents/Post Office windows
- Office/factory/supermarket notice boards
- Professional bodies
- Trade unions
- Local chamber of commerce
- Community organisations
- Events like career and job fairs
- Internet (see our list of useful websites at the end of this guide)
- Using social media (you can find a separate guide for this on our website)



Don't forget to ask people you know and don't be afraid to write to, call or visit companies/organisations. Before going somewhere in person you may need to call ahead, depending on what kind of organisation you're visiting.



**Publications & Media:**

- Local and national newspapers
- Magazines
- Trade and professional journals
- Ethnic newspapers
- Opportunities (for local government jobs)
- Radio/TV

**Newspaper advertising guide table**

<b>Newspaper</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
The Guardian	Creative, Media, Arts, Sales & Marketing Public relations; Fundraising	Education Teaching Lecturing Research Educational support; school management courses	Public Local & central government; Executive & senior management;; health management; finance, legal, regeneration, housing, mental health; youth work, volunteers, courses			Creative Media IT New graduates management
Evening Standard	Social Care, Public & community, Medical & Health, Education	Sales; HR; office & secretarial; building & const; accounting & bookkeeping.		Sales & Retail; Hotel & Catering; Security		
Metro	Medical & Health; Social Care, Public & Community, Building & Construction; voluntary work; Education	Office; admin & clerical; accounting; sales	Building & Construction; education; engineering; sales & marketing	Sales Retail Security Hotel & Catering; Building & Construction; driving		

# Speculative applications

Identifying companies or organisations in the sector you would like to work for and targeting these is also useful.

Many firms only advertise jobs on their own company website. Draw up a list of target companies – this list may grow depending on your results. Ensure you keep looking at these websites and do so in a methodical way by making a note of the date (so that you know when to look again). Apply directly to the company if they have a position that is right for you.

You can also telephone/email companies to show your interest.

## Telephone

Firms often have jobs that don't get to the advertising stage. Phone your target companies, ask to speak to the relevant person dealing with recruitment, or if you are looking for a job in a specific department, e.g. accounts, ask to speak to the accounts manager or director.

Keep a note of the person's name if they are not available when you call. Avoid leaving voicemails, it is better to try again until you get hold of the relevant person.

Some tips when making a speculative call:

- Keep your call short and to the point
- State who you are, the name of anyone who may have referred you to them, what you're looking for and ask whether there is anything suitable for you at the moment
- You may find out that although this company is not recruiting now, they may be considering recruitment in the near future. Keep this information and contact them again
- If there is a vacancy, apply directly to the company



# Networking

Networking can be a great way to build contacts and find work.

Let *everyone* know you are looking for a job and be specific with people about what sort of job you are looking for. You will probably find that one of your friends knows someone working in your industry. Get in touch with that person.

Remember, *“If you don’t ask...”*

## Viral networking

Social media is a great way to connect with friends and family but can also be helpful to you on job hunt.

Some websites:

- [www.linkedin.com](http://www.linkedin.com) (a professional site so full of job adverts and company profiles),
- [www.facebook.com](http://www.facebook.com) (“I’m looking for” post, join a group, like an organisation’s page to keep an eye out for job adverts),
- [www.twitter.com](http://www.twitter.com) (Follow companies you like, job search websites),
- [www.gumtree.com](http://www.gumtree.com) (they have a jobs section),
- Google plus is a growing social network,
- Blogs.

For more on this, we have more resource guides on our website. These include tips on how to make the best use of social media whilst safeguarding your privacy and safety online.



## Business networking

- Colleagues/ex-colleagues, managers, peers, staff
- Other contacts through jobs; suppliers, clients
- Professional Associations and bodies
- Competitors
- People you met on a course, anyone in a similar line of work

## Personal networking

- Friends, relatives, friends of family members, neighbours
- People through Community Associations, Parent Teachers’ Association, sporting or hobby clubs

## How to successfully network

Build your confidence by initially approaching people you find easy to talk to. Remember what it is you are looking for and be specific with people. Try to find out useful information, e.g. details about a company you would like to work for or a new industry.

Keep a note of your contacts: you might need to call them again.

Be positive: make calls and approach people in a positive way. It will make both you and the person you're approaching feel better.

### **Recruitment consultants/head-hunters**

Contact recruitment consultants/head-hunters you've used in the past – they will still have your details. Even if you turned a job down in the past, they will still have you in mind as a strong candidate and be happy to deal with you. If you haven't dealt with a particular agency before, don't be shy. They are always looking for good candidates to place in specific roles.

You might not be put forward for a job should your experience not match, however the recruiter might have another suitable job coming up soon. Find out which agencies deal with your sector, submit your best CV with a note of what you are looking for, your latest salary and location preferences.

### **Volunteering/interning**

Don't underestimate the value of voluntary work. It is an excellent way to increase your skill base as well as demonstrating to potential employers that you are committed and hard working. Voluntary work is particularly useful when you are trying to transition into a new career, as you can test your new career by volunteering within that field. It will also help you find out what you are really interested in and passionate about. If nothing else, it is a great addition to your CV.



# Applying for work

If you've found a job you want to apply for, there are different ways to do this. Remember to follow application instructions exactly and carefully. Double-check that you've completed all parts of the application and that your spelling is correct. This sounds simple but so many people forget! An amazing application can be let down if not all sections are completed or if it is completed poorly.

## Different application methods:

- Filling in an application form
- Sending a CV
- Writing a letter
- Applying online
- Speaking to the employer on the phone
- Visiting the employer's premise (some employers such as building trades, shops, restaurants, warehouses and factories welcome visits, but not all employers)

## Writing a CV

Although many employers will require you to complete an application form, it is worthwhile writing a CV as you can use it as an information base to help you complete an application form. You can also use it for a speculative application and you may need it in certain situations such as an initial introduction, posting on internet jobsites or boards and during interviews.

### Do:

- Keep your CV clear & concise; ideally it shouldn't be more than two pages
- Word process your CV using plain & clear font on a good quality paper
- Try to adapt your CV to different jobs or employers

### Don't:

- Include negatives, such as exam failures
- Provide references; simply say that they are available on request
- Include personal information such as marital status or number of children
- Send a CV without a covering letter

(See our 'CV guide' on our website or ask a Twining advisor, if you're seeing one, for more help).

## Covering letter

You can use a covering letter:

- To ask for information
- As part of an application form
- To respond to an advertised job or
- To make a speculative application

A covering letter should be short and to the point, emphasising your best selling points which are relevant to the job. If possible, it should be addressed to a named person and, if relevant, should include the reference number and where you saw the advertisement.

(If you're seeing a Twining Advisor, he/she will show you samples of covering letter layouts).

### **Filling in application forms**

- Read the instructions carefully (They might say to use block capitals or black ink, or to write in a reverse chronological order)
- Photocopy the form and use the photocopy as a practice version
- If in paper form use a good pen and keep your form clean and tidy
- Complete online if you're required to
- If a question doesn't apply to you, either put a nit line or write "N/A". Don't live it empty
- When writing a supporting statement, make sure that you address the right person
- Give examples from experience
- Check the form for mistakes in grammar or spelling. Getting someone else to check an application is a good way to double-check
- If you're having a problem completing your form or have a query, call the employer and ask

(If you're seeing a Twining Advisor he/she can give you more advice on how to complete specific application forms).

# Interview

Interviewers want to know how well you understand the job, whether you have the ability to do the job and whether you fit in their team or organisation.

Your objective during the interview should therefore be to demonstrate that you understand what the job entails, that you can do the job and you can fit in with in their team or organisation.

**Planning and preparation** are keys to succeed in an interview:

- Find out as much information as possible about the employer and the job
- Find out the venue; if possible arrange a visit so that you know the exact location in advance. Allow yourself plenty of time to travel
- Read the job description and person specification carefully. Make a list of question you might be asked and practice answering
- Prepare a list of questions you want the employer to clarify. Avoid questions about salary or terms of employment at this stage but you can ask about training or progression opportunities
- If they have covered what you planned to ask, say “you have covered all I need to know, thank you” or ask for more details
- Decide what you are going to wear. This has to be formal (not casual) but smart and comfortable
- If you need to bring or prepare anything before hand, make sure you put these together in advance and practice in advance
- If you have a disability or require facilities such as interpretation, a hearing aid, or wheelchair access, let the employer know in advance

(A Twining adviser, if you are accessing our service, can help you with a mock interview).

## **At the interview**

- During the opening greeting be courteous and polite; smile and offer a firm handshake
- Sit comfortably
- Maintain eye contact but don't gaze
- Listen attentively and speak clearly
- Show enthusiasm/interest
- Don't give very short answers such as “Yes or No”. Don't give overly long answers either!
- If applicable, always give examples to show evidence. For example, you might say you're organised but think of time when you were to illustrate this
- Try to keep calm and relax

Following STAR can help both during interview and when filling out application forms.

## Situation Task Action Result



- **A Beginning** - To start with explaining what the situation is about
- **A Middle** - Explain how the situation was resolved
- **An End** - Have a conclusion – Positive outcome?

### Interview follow-up

After the interview, try to assess how it went and learn from the experience:

- Were you well prepared?
- Were there difficult or awkward questions?
- Did you find out all you needed to know?
- List what you learned from the interview in terms of your performance. Discuss it with others. It will help you next time
- If you weren't successful, try to find out why by phoning the employer

# Disclosing my mental health problem/disability

Whether or not to disclose at application stage, interview stage, when you start or at all is your personal decision to make.

When thinking about this, remember:

- There is no legal obligation to disclose. If you decide to disclose, do so confidently
- Ask for support with application forms if you need to
- Some employers offer all disabled candidates an interview if they meet minimum requirements for the position. You are likely to need to disclose during the application stage for this. This does not apply to all employers though

If you're asked about health or disability during interview try to:

- Answer in an honest way
- Say if it would have no impact on your work
- If it does, say how it might affect your work and what adjustment you may require
- Talk more about your abilities and why you think you are the right person for the job
- Concentrate on positive skills and abilities that you have and try to steer the interviewers away from talking about negative stereotypes
- If you require specific aids or adaptation, you might wish to enquire at the end of the interview. There is some government assistance through the job centre for employers to make some adjustments
- Be prepared to speak up for yourself



## Final tips

There are some important questions you need to ask yourself when setting out to look for work.

1. Are you clear about what jobs you are looking for?
2. Do you know what skills and qualities are needed for these jobs?
3. Are you clear about your own skills, interests and qualities?
4. Do you know what kind of companies and organisations you want to work for?
5. Do you have any preference of geographical locations?
6. How many hours are you able to work? (part-time, full-time or flexible)
7. Have you researched salaries?
8. Do you have CV?
9. How do you assess yourself in terms of key skills such as IT, literacy, numeracy and team work?

Reminders:

- Get your **job search tools** in order (up-to-date CV, covering letter, application and interview skills)
- Use **different methods of job hunting** (e.g. networking, speculative, agencies); don't rely on just one or two methods
- Be realistic about the volume of application. **Take time over application forms** and letters. Fewer well thought applications are more likely to be effective than lots of poorly completed ones
- **Be flexible about the levels and locations of jobs.** Jobs that may be less than your ideal could give you the necessary experience and skill
- **Look for different patterns of work** (part-time, job sharing, temporary work, flexible hours, shift work and self-employment)
- **Be organised:** keep copies of your application and record where and when they were sent; make follow-up calls
- **Build in some activities** you really enjoy while looking for work

- **Join employability workshops** where you meet with fellow job-hunters and support each other
- **Treat periods of unemployment as an opportunity for reviewing your goals and for developing your skills & knowledge.** It is important to update your skills and knowledge. Learning can also help you develop confidence and can happen through experience, personal reading, distance learning, e-learning, adult education, and further education college
- Consider doing **voluntary work** whilst unemployed. This will help you learn new skills, increase your confidence, show employers that you can handle commitment and responsibility and get a good reference

**FINALLY – Rejection happens to *everyone* looking for a job. Keep looking, be persistent and stay positive – YOU DESERVE AND WILL FIND A GREAT JOB**

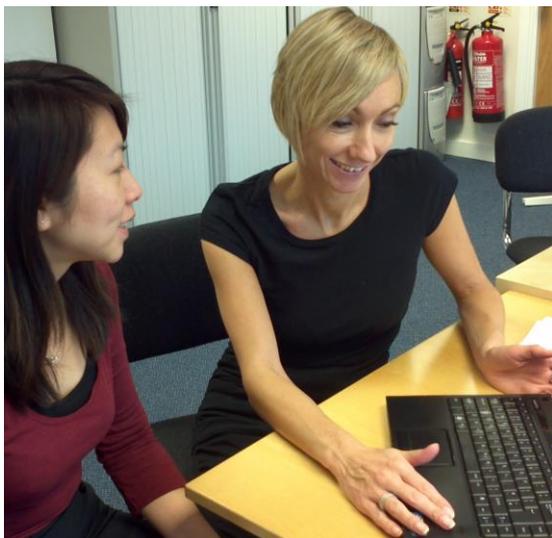
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Typically, all of our clients get their own personal Employment Advisor who can help with CVs, application forms, interview practice, finding job or volunteering opportunities, confidence building, where to go for other support and anything else you would like help with.

In certain areas we also run employment workshops which go through everything from job searching to disclosure in much more detail.



# Useful Job Search Websites

## General

<a href="http://www.gov.uk/jobsearch">www.gov.uk/jobsearch</a>	For jobs advertised through the job centre
<a href="http://www.monster.co.uk">www.monster.co.uk</a>	
<a href="http://www.fish4job.co.uk">www.fish4job.co.uk</a>	
<a href="http://www.totaljobs.co.uk">www.totaljobs.co.uk</a>	
<a href="http://www.jobsite.co.uk">www.jobsite.co.uk</a>	For jobs advertised on Evening Standard and Metro
<a href="http://www.reed.co.uk">www.reed.co.uk</a>	
<a href="http://www.jobserve.co.uk">www.jobserve.co.uk</a>	
<a href="http://www.londonjobs.co.uk">www.londonjobs.co.uk</a>	Evening Standard and Metro
<a href="http://www.gumtree.co.uk">www.gumtree.co.uk</a>	
<a href="http://www.kent.ac.uk/careers">www.kent.ac.uk/careers</a>	Good for different types of CV templates, other jobs information.

## Public sector and charities

<a href="http://www.jobsgopublic.com">www.jobsgopublic.com</a>	Local govt
<a href="http://www.lqjobs.com">www.lqjobs.com</a>	Local govt
<a href="http://www.hounslow.gov.uk">www.hounslow.gov.uk</a>	Hounslow
<a href="http://www.ealing.gov.uk">www.ealing.gov.uk</a>	Ealing
<a href="http://www.brent.gov.uk">www.brent.gov.uk</a>	Brent
<a href="http://www.harrow.gov.uk">www.harrow.gov.uk</a>	Harrow
<a href="http://www.lbhf.gov.uk">www.lbhf.gov.uk</a>	Hammersmith & Fulham
<a href="http://www.jobs.nhs.uk">www.jobs.nhs.uk</a>	Health
<a href="http://www.charityjobs.co.uk">www.charityjobs.co.uk</a>	
<a href="http://www.jobsincharities.co.uk">www.jobsincharities.co.uk</a>	Jobs in charities

## Retail Jobs

<a href="http://www.inretail.co.uk">www.inretail.co.uk</a>	
<a href="http://www.retailcareers.co.uk">www.retailcareers.co.uk</a>	

## Hotel & Catering

<a href="http://www.caterer.co.uk">www.caterer.co.uk</a>	
<a href="http://www.gumtree.co.uk">www.gumtree.co.uk</a>	

## Education

<a href="http://www.tes.co.uk">www.tes.co.uk</a>	Times educational supplement
<a href="http://www.education-jobs.co.uk">www.education-jobs.co.uk</a>	
<a href="http://www.jobs.ac.uk">www.jobs.ac.uk</a>	Jobs in higher and further education

## IT & Finance Jobs

<a href="http://www.cityjobs.co.uk">www.cityjobs.co.uk</a>	
<a href="http://www.accountancyagejobs.co.uk">www.accountancyagejobs.co.uk</a>	
<a href="http://www.accountingtechnician.co.uk">www.accountingtechnician.co.uk</a>	
<a href="http://www.insurancejobs.co.uk">www.insurancejobs.co.uk</a>	

Press Employment Pages

