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# Getting the Job: Ticket to Work's Resume and Interview Tips

**Date:**  
Wednesday,  
October 24,  
2018

**Time:**  
3 – 4:30 PM ET



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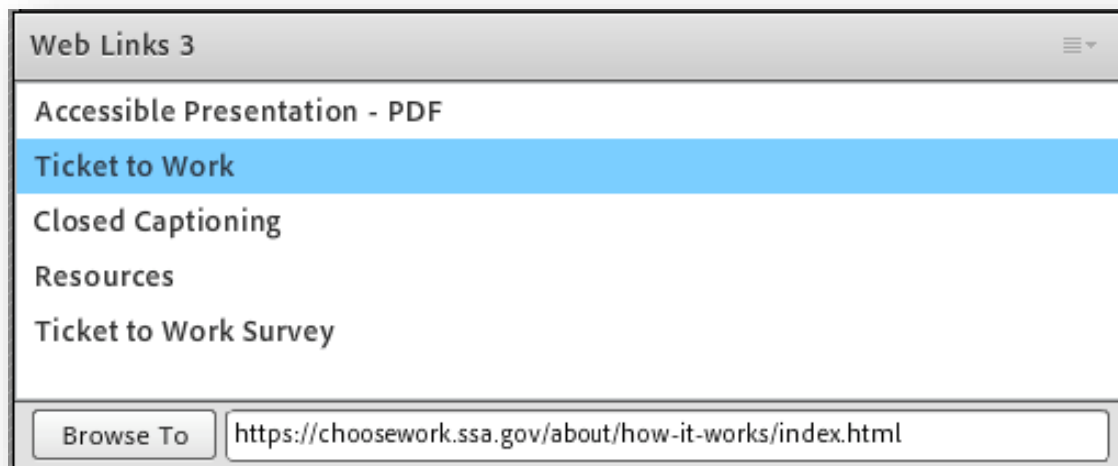
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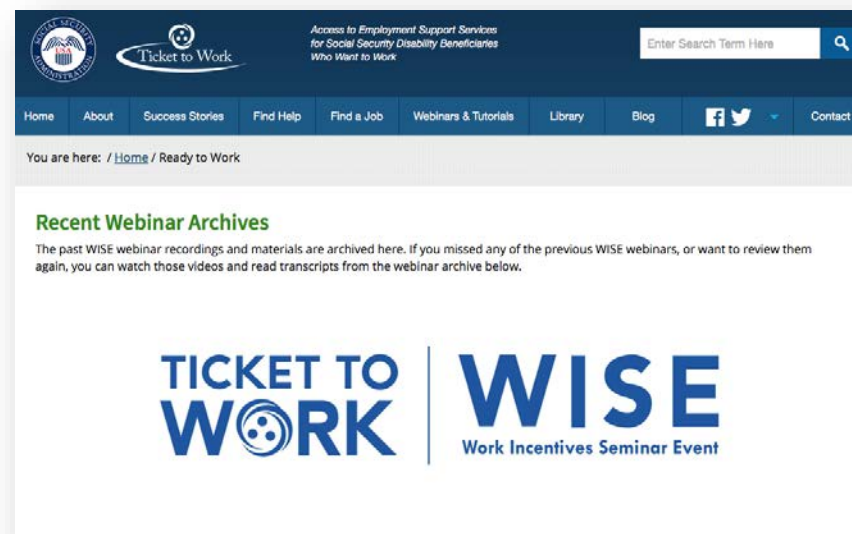
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# Presenters

Welcome and Introductions

Moderator: Stacey Plizga, Ticket Program Moderator

Presenter: Lisa Jordan, Human Solutions, LLC

# Welcome!

Thank you for joining us! Today, we'll discuss how Social Security's Ticket to Work program can help you and answer questions related to:

- Resumes
- Interviews
- Job Applications and Disability
- Working for the First Time



# Objectives

At the close of today's webinar, you will:

- Understand how the Ticket to Work (Ticket) program can help you if you choose to work
- Recognize the different parts of a resume and understand how to manage the interview process
- Be able to access additional resources related to the Ticket program, resume writing, and the interview process



# **Social Security Disability Benefits**



# Social Security Disability Benefit Programs



**Social Security Disability Insurance (SSDI)**



**Supplemental Security Income (SSI)**



# **Social Security's Ticket to Work Program**



# Starting Your Journey

Only you can decide if work is the right choice for you.



# Why Choose Work?

- Earn more income
- Meet new people
- Learn new skills
- Gain financial independence



# What Is the Ticket Program?

Social Security's Ticket to Work (Ticket) program:

- Is Social Security's national employment program
- Supports career development for people with disabilities who want to work
- Is for Social Security disability beneficiaries ages 18 through 64
- Is free and voluntary



# What Services Does the Ticket Program Offer?

## Services offered may include:

- Job coaching
- Job counseling
- Training
- Benefits counseling
- Job placement



# Resumes



# Resume Basics

## Resumes:

- Are informational documents about you that you share with potential employers
- List your work history, education, skills, and important information about yourself related to employment
- Help you “sell” yourself as a qualified candidate for a job opening



# Resume Writing: Valuable Opportunity

When you're writing and reviewing your resume, it's a good time to:

- Think back to your work experience – paid or volunteer – or training
- Remember the skills you have that can help you find jobs that you're a good fit for
- Consider the types of jobs and tasks you've enjoyed to target your current job search





# Making Your Resume Fit the Job

- Review job description for required qualifications
- Highlight keywords, such as:
  - Experience with software
  - Education or certifications
  - Customer service
  - Able to work with a team
- Include keywords that are a match with the skills in your resume



# Writing Your Resume: Appearance Matters

- **Plan a one-page resume. Use standard page setup and fonts.**
  - 1-inch margins
  - Easy-to-read font in a 10- to 12-point size
- **Make sure your contact information stands out**
- **Save your resume in Microsoft Word**

# Writing Your Resume: Resume Sections

Objective or  
Summary

Skills and  
Qualifications

Employment  
Experience

Education

Licenses and  
Certifications

# Resume Section: Objective or Summary

Your summary helps you describe what your work goal is and why you're a good fit for a related job

- Be specific when you write your objective
- Use summary statements to highlight years or qualities

## Powerful

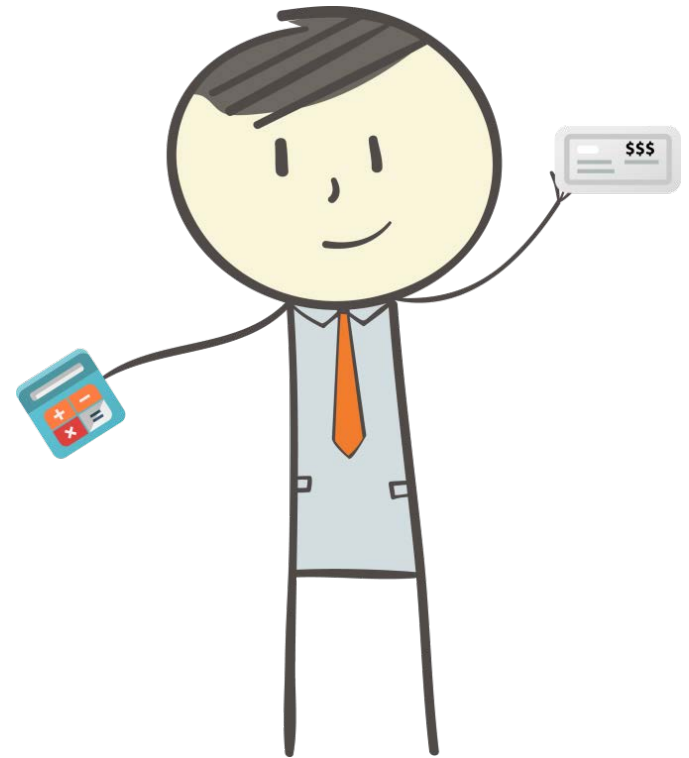
“Self-motivated and precise accountant with more than 10 years’ experience”

## Not as Powerful

“Seeking a position where I can contribute to the team”

# Resume Section: Skills and Qualifications

- Use job description terms like “detail-oriented” or “typing skills,” or name specific software programs
- At a glance, the recruiter can see your skill set. Don’t forget transferable skills that bridge industries like organizing, delegating, and customer service.



# Resume Section: Employment Experience

- Focus on your last 3 jobs and major accomplishments and duties included in the job description based on your last 10 years. If your experience was more than 10 years ago, summarize it at the bottom.

*Example:*

## **Prior Job Title**

Customer Support, XYZ Company – 5 years' experience

- If you have less than 10 years of experience or this is your first job, remember that you can include things like volunteer work and school

# Resume Section: Employment Experience and Gaps in Employment

Address any gaps in employment including time spent volunteering, going to school, or being a caregiver – these are all legitimate reasons to be temporarily out of the workforce

*Example:*

## **Personal Caregiver, 3/2013-12/2016**

- Provided care for family member
- Handled their finances
- Scheduled medical appointments

# Resume Section: Education, Licenses, and Certifications

## Education

- Include awards or a high grade point average if applicable
- If you're still in school, include your field of study and projected graduation date

## Licenses and certifications

- Include any relevant licenses and certifications
- Include memberships to relevant professional organizations



# Additional Tips

- **Proofread** your resume. Ask someone else to review for spelling and grammatical errors.
- **Leave out personal information**, like ethnic, political, or religious affiliations
- **Don't disclose your disability** on your resume. If you need an accommodation for the interview, you can discuss it then.
- **Check for professionalism.** Avoid nicknames or personal information. Consider opening a career-related email account, reviewing your social media, and checking that your outgoing voicemail is simple and polite.

# Working for the First Time



# Volunteer Work: Do Well by Doing Good

Helping others can have a positive effect on your own life. Donating your time and skills gives you goals to achieve and improves quality of life for others.

Volunteering may also improve your overall outlook because it can:

- Increase self-confidence as you meet goals
- Create a greater sense of purpose
- Help you build a social network, which can improve your mental health

# Internships: Work and Learn

Internships are short-term work opportunities designed to help you get hands-on experience in a specific work field.

An internship can help you:

- Explore a field that interests you
- Develop and practice key skills for a job
- Build your network

# Interviews



# Prior to the Interview: Do Your Homework

- Learn about the organization's:
  - Leadership and employees
  - Culture and values
  - Products and competitors
- Ways to find this information include:
  - The organization's website, including its blog
  - Internet searches
  - Social networks
  - Your personal network of friends, relatives, mentors and others



# Interview Etiquette: Make a Strong Impression

An interview is a time for an organization to determine if you will be a good fit for their company.

- Arrive early
- Dress for the job you hope you get
- Turn off your phone
- Smile and if you're able, use body language to convey your interest in the position
- Listen
- Send a thank you note after the interview



# Look Your Best: How to Dress for an Interview

- Research the organization you are interviewing with and dress accordingly
  - For an office setting, professional attire such as a jacket and tie, suit, or professional dress is appropriate
  - For an outdoor job or one in a physical environment, khaki pants and a collared shirt are more suitable
- Be sure that whatever you wear is well-kept and clean
- Make sure your hair is clean and neatly styled



# Look Your Best: How to Dress for an Interview (Cont.)

Some organizations offer low- and no-cost business attire for jobseekers going on interviews. Talk with someone in your community to learn about local options.



- **Dress for Success: Provides professional attire for women**
- **Career Gear: Provides professional attire for men**

# Common Interview Questions & How to Answer Them (Slide 1 of 4)

## Tell me about yourself.

- Highlight the most important attributes that you would bring to the job
- Discuss any hobbies or volunteer work that you pursued during your employment gap that helped you build your skills and gain experience

## Why are you interested in this position?

- Apply what you learned about the company to answer the question

# Common Interview Questions & How to Answer Them (Slide 2 of 4)

## What are your strengths/what are your weaknesses?

- Talk about personal strengths that relate to job requirements
- Provide an example of how your strengths apply to the job
- If the interviewer asks about a weakness, indicate that you've thought about that question and identify a particular trait that will not affect the job position

# Common Interview Questions & How to Answer Them (Slide 3 of 4)

## Why are you the best person for this position?

- Address the skills mentioned in the job interview and talk about how you have used the same skills in previous jobs or have had similar responsibilities during training, volunteer work, or internships

## Can you tell me about a time when you faced a challenge and how you handled it?

- Think of a real situation you faced that had a successful outcome
- Describe the situation and give details about what you did and why

# Common Interview Questions & How to Answer Them (Slide 4 of 4)

## Do you have any questions for me?

- Prepare questions ahead of time to ask the interviewer
- You will learn more about the position and it shows the interviewer you are enthusiastic about the job
- This is not the time to ask about salary or benefits



# Questions to Ask During a Job Interview

Ask questions to help you decide if the job is a good fit for you:

- What do you think are the most important qualities for someone to do their best in this role?
- How would you describe a typical day and week in this position?
- If I were offered the position, what would be the most important thing I could accomplish in the first 60 days?
- What are the biggest challenges facing the company right now?
- What do you like best about working for this company?
- What are the next steps in the hiring process?

# Helpful Resources



Find tips and guidance on how to polish your resume and ace an interview:

<http://bit.ly/Resource-Roundup>

# Job Applications and Disability





# Americans with Disabilities Act and Reasonable Accommodations

Under the Americans with Disabilities Act (ADA), employers are not allowed to discriminate against a job applicant due to a disability or ask specific questions about your disability during the application or interview process.

The ADA also addresses **reasonable accommodations**, which are any changes to a job or workplace that enable:

- An applicant to participate in the application process
- An employee to perform essential job functions

On-site job accommodations are paid for by employers, but many are free and low-cost changes!

# Talking About Your Disability: How to Disclose

- An individual must let their employer know if an adjustment or change at work is needed for a reason related to a medical condition
- To request an accommodation, you may need to provide:
  - The nature of your disability
  - Limitations involved
  - How your disability affects your ability to learn or perform the job successfully

# Disability Disclosure

## 3 reasons why someone may choose to disclose to their employer include:

- Accommodations
  - The main reason to disclose a disability is to ask for accommodations
  - Disclosing your disability is necessary to request accommodations
- Benefits and privileges of employment
  - A second reason to disclose a disability in the workplace is to receive benefits or privileges of employment
- Unusual circumstances
  - A third reason to disclose in the workplace is to explain an unusual circumstance

# How to Request a Job Accommodation

- Keep it simple
  - You can use plain English and don't need to mention the ADA or the phrase "reasonable accommodation"
- Put it in writing
  - This isn't necessary, but it's best to have documentation of the request
- Talk to the appropriate people
  - This may be your supervisor, manager, or HR representative



# Interview Accommodations

When requesting an accommodation for an interview:

- Review the job posting. Make sure you have the qualifications for the essential functions.
- Think about accommodations you may need for the interview:
  - Sign language interpreter
  - Someone to assist with paperwork
  - Wheelchair-accessible location
- Ask about any tests you may need to take to alert you to additional accommodations you may need
- Request the accommodation early enough to give the employer time to make any necessary arrangements

# Questions?



# Stay in Touch

## Call the Ticket to Work Help Line:

- 866-968-7842
- 866-833-2967 (TTY)

Visit: [choosework.ssa.gov](http://choosework.ssa.gov)

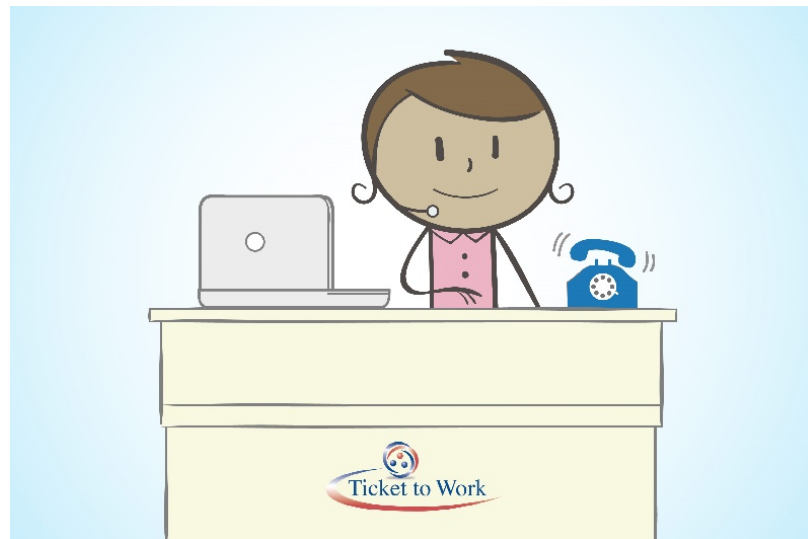
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