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So You Succeed Tomorrow



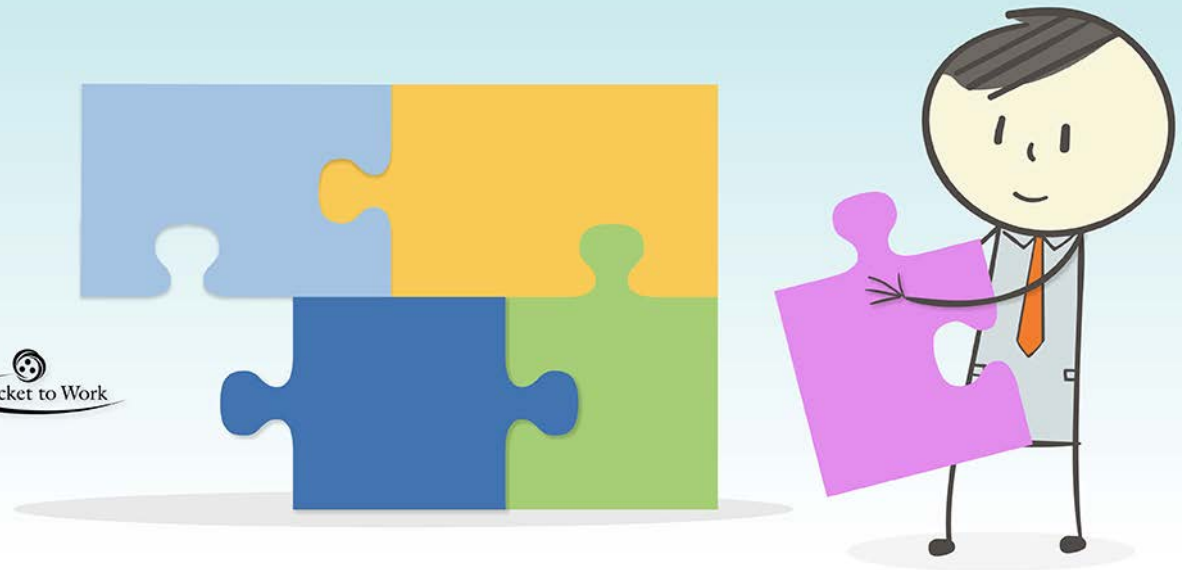
Putting it Together: Ticket to Work's Resume and Interview Tips

Date:

Wednesday,
August 28,
2019

Time:

3 – 4:30 PM ET



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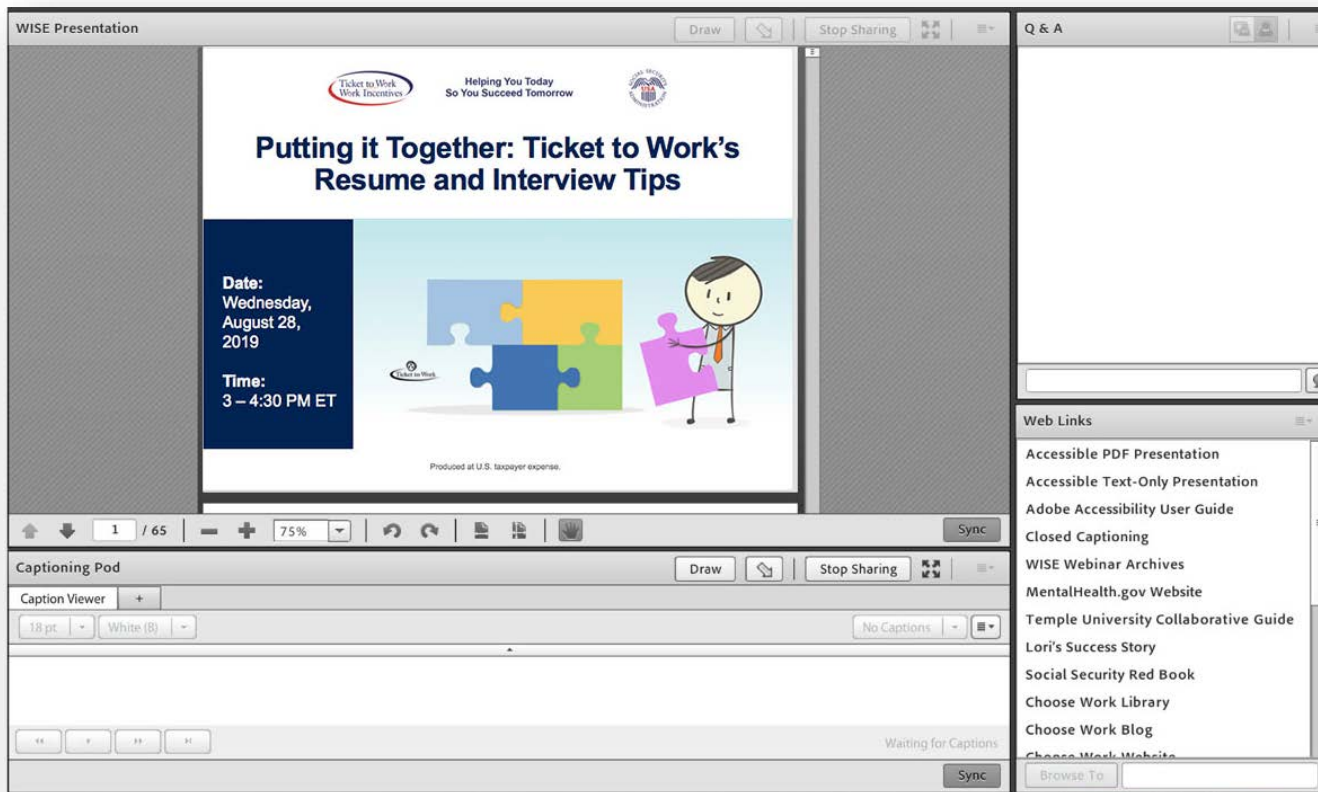
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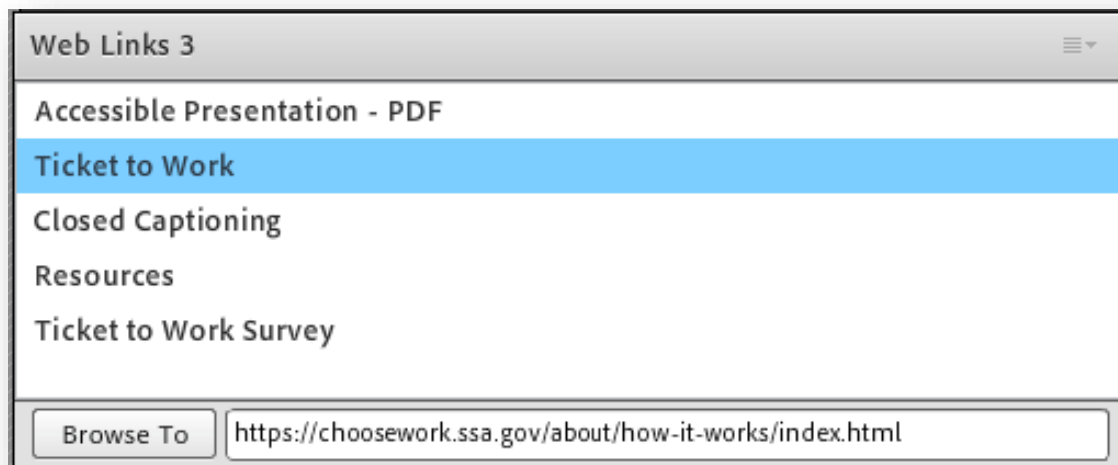
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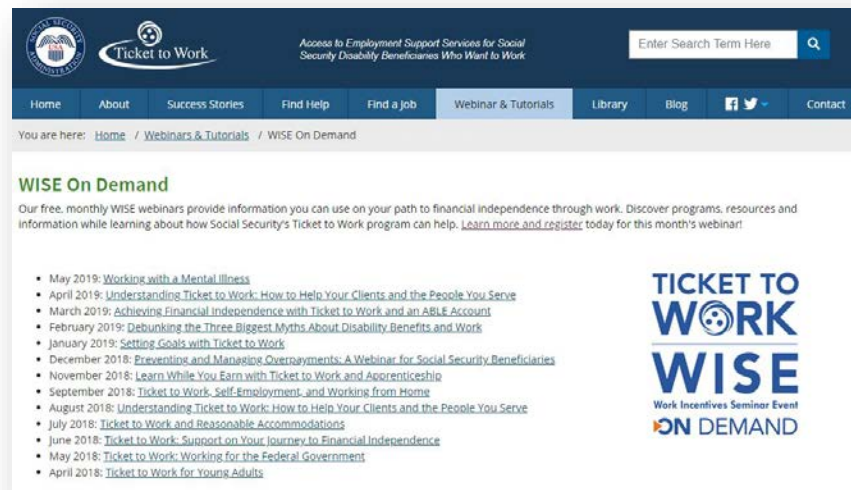
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Archived Events

Please note: This webinar is being recorded, and the archive will be available within 2 weeks on the Choose Work website at http://bit.ly/WISE_OnDemand.



The screenshot shows the Ticket to Work website's "WISE On Demand" page. The header includes the Ticket to Work logo, the tagline "Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work", and a search bar. The navigation menu includes Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials (selected), Library, Blog, and Contact. The breadcrumb trail reads "You are here: Home / Webinars & Tutorials / WISE On Demand". The main content area is titled "WISE On Demand" and describes free monthly webinars. A list of past webinars is provided, with the most recent being "Working with a Mental Illness" from May 2019. The Ticket to Work WISE On Demand logo is also visible on the right side of the page.

Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work

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WISE On Demand

Our free, monthly WISE webinars provide information you can use on your path to financial independence through work. Discover programs, resources and information while learning about how Social Security's Ticket to Work program can help. [Learn more and register](#) today for this month's webinar!

- May 2019: [Working with a Mental Illness](#)
- April 2019: [Understanding Ticket to Work: How to Help Your Clients and the People You Serve](#)
- March 2019: [Achieving Financial Independence with Ticket to Work and an ABLÉ Account](#)
- February 2019: [Debunking the Three Biggest Myths About Disability Benefits and Work](#)
- January 2019: [Setting Goals with Ticket to Work](#)
- December 2018: [Preventive and Managing Overpayments: A Webinar for Social Security Beneficiaries](#)
- November 2018: [Learn While You Earn with Ticket to Work and Apprenticeship](#)
- September 2018: [Ticket to Work, Self-Employment, and Working from Home](#)
- August 2018: [Understanding Ticket to Work: How to Help Your Clients and the People You Serve](#)
- July 2018: [Ticket to Work and Reasonable Accommodations](#)
- June 2018: [Ticket to Work: Support on Your Journey to Financial Independence](#)
- May 2018: [Ticket to Work: Working for the Federal Government](#)
- April 2018: [Ticket to Work for Young Adults](#)

TICKET TO WORK
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If you experience any technical difficulties during the webinar, please use the **Q&A pod** to send a message, or you may email webinars@choosework.ssa.gov.



Presenters

Welcome and Introductions

Moderator: Sarah Hyland, Ticket Program Moderator

Presenter: Lisa Brown 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
- Working for the First Time
- Interviews
- Job Applications and Disability



Objectives

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

- Better understand your Social Security Disability benefits
- 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





Ticket to Work Program: Support on Your Journey to Work

Social Security Disability Benefits Programs



Social Security Disability Insurance (SSDI)



Supplemental Security Income (SSI)



Starting the Journey

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



What Is the Ticket to Work Program?

Ticket to Work:

- Is a free and **voluntary** Social Security program
- Offers **career development** for people age 18 through 64 who receive Social Security disability benefits



What Is the Ticket to Work Program? (Continued)

Ticket to Work connects you with **free employment services** to help you:

- Decide if working is right for you
- Prepare for work
- Find a job
- Succeed at work



How It Works

If you choose to participate, you will receive services from authorized Ticket to Work service providers like **Employment Networks (ENs)** or your **State Vocational Rehabilitation (VR) agency**.

Services can include:

- Career counseling
- Resume help
- Interview advice
- Assistance finding a job



Why Ticket to Work?

- Earning a living through employment is not something everyone can do, but it may be right for you
- Take the time to learn about the employment services and supports Social Security offers through the Ticket to Work program...you may be surprised! We're here to help you learn more and start on your journey to financial independence.



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, and use standard page set-up 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”

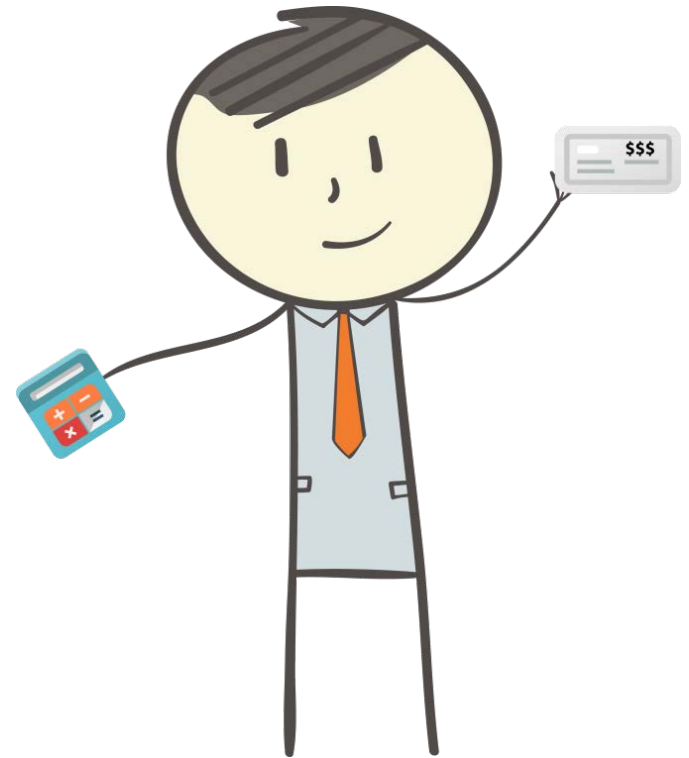
Not as Powerful

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

Resume Section: Skills and Qualifications

Help the job recruiter easily find your skill sets:

- Use job description terms like “detail-oriented” or “typing skills,” or name specific software programs
- 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, internships, apprenticeships, and/or relevant coursework

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 of volunteer work:

Volunteer Work, Fundraiser, 11/2015 – 4/2016

- Managed outreach to local businesses, including post-event follow up, for solicitation of donations
- Tracked donations for event
- Organized marketing communications with community media outlets to promote event

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
- Include internships, apprenticeships and any relevant coursework

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 when scheduling the interview.
- **Check for professionalism.** Avoid nicknames or personal information. Consider opening a career-related email account, reviewing your social media, and ensuring that your outgoing voicemail is simple and polite.

Questions?



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 would be a good fit for their company.

Tips for interviews include:

- 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 or email



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

(Continued)

Some organizations offer low- and no-cost business attire for job seekers 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 your ability to perform the job

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?

- Before the interview, think of a real situation you faced that had a successful outcome
- Describe the situation and include 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>

Questions?



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 or 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:

- Request accommodations
 - Disclosing your disability is necessary to request accommodations
- Receive benefits and privileges of employment
- Explain unusual circumstances

Unusual Circumstance Example

During a meeting with his company's client, an employee interrupts and adds personal opinions unrelated to the discussion. The employee receives negative feedback about his behavior from his manager.

- The employee decides to disclose his disability to help clarify his behavior.
- The individual and his employer discuss and decide that the employee will work with a job coach and participate in role-playing scenarios to strengthen his workplace professionalism.

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 often very helpful to have documentation of the request
 - Sample Reasonable Accommodation Request Form for Employers: <http://bit.ly/jan-form>
- 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, and 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?



How to Get Started

Social Security's Ticket to Work program has a variety of service providers and other resources ready to help you get started!

Call the Ticket to Work Help Line:

- 1-866-968-7842
- 1-866-833-2967 (TTY)

Visit: choosework.ssa.gov

Connect:

Visit choosework.ssa.gov/contact to find us on social media and subscribe to blog and email updates!



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Putting it Together: Healthcare and the Path to Employment

Date: Wednesday, September 25, 2019

Time: 3 – 4:30 PM ET

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