



Quality Job Referral Workgroup Training & Development

Summary

Identify areas of training and development needed to improve the number of quality job referrals given by WorkSource staff to job seekers utilizing WorkSource office across the state.

Background

The quality of job referrals is closely linked to the quality of the job order. Without a quality job order containing enough specific information that can be used by labor exchange staff to determine if the job seeker is truly qualified for the position before making the referral we can not consistently ensure quality job referrals. Proper training is the foundation for quality in both areas.

Recommendations for Curriculum Development and Delivery Methods

The ECDD Training Academy is retooling its curricula to (a) incorporate new online techniques & technology; (b) pull out/create stand-alone training segments on Selection & Referral procedures and Job Order Quality Control, as part of its ongoing effort to update training. These recommendations support this work.

Task or Item	Recommendation
Multiday Training	Build and expand a strategy from the work already being completed by ECDD Training Academy to adopt a modularized approach that breaks training down for quality job orders and job referrals to key components, offered in shorter segments that can be delivered in a variety of methods.
e-Learning	Using an e-learning platform, to reduce the cost of developing and maintaining materials, the cost of tracking participation and testing, and the cost of maintaining a training environment. This work is already underway.
Quick Guides (Job Aids)	Build and expand a strategy to address quality job orders and job referrals from the work currently being completed by the ECDD Training Academy.

Recommendations for Curriculum Content

Training must equally address drafting quality job orders as well as quality job referrals.

Topics for training	Tools/Methods
Assessing Job Seeker Skills and abilities	Resume, application, initial assessment, desk side (one-on-one) Quality Matrix, “Can I refer you” model, Labor exchange Selection and referral procedures
Re-directing and providing alternatives	Referral to additional training, referrals to WA jobs they qualify for, the art of saying “No”, referral to on-line assessments (CT Choice, Key Train, Prove it, Workforce Explorer)
Communication: Developing communication strategies that enhance team and program integration to improve the quality of referrals	Improving the link between Business Services and Labor Exchange. Working with partners and defining processes that ensure quality referrals
Communicating with Job Seekers and providing valid and useful information in regards to following up on the referral	Job Order quality checklist, Job Referral agreement (Between WorkSource and the job seeker receiving the referral)
Job Orders: Writing a job order, interpreting job orders, special instructions, confidential employer information	Elements of a job order, listing requirements and qualifications, Different types of background checks
Giving the correct information to Job Seekers in regards to next steps and employer application processes	On-line applications, using special instructions

Contact

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