


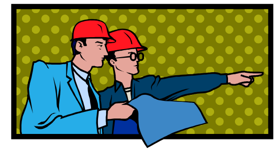



Instructions

On behalf of Veterans Resource Central (VRC), thank you for volunteering to mentor a veteran client on the path to a new career. For more information about the VRC visit www.veteransresourcecentral.org.

The insights you give to the applicant (client) about the reality of what takes place in the chosen career will be invaluable to the person. Sometimes even finding out about the career and realizing that it is not for them will be helpful as the person seeks lifetime goals for himself/herself.

We offer this training manual as your roadmap in helping your Veteran clients. It contains the goal for your position, the coordinator of your area, overview of your responsibilities, timelines, sample scenarios, where to seek help if needed, what to do if there are problems, and a checklist of activities.

Goal

Your goal is to assist the client in executing their Personal Career Plan. You will take the client from

the idea for a career and what it entails

through the networking and job search process

to the job interview and acceptance process

and follow up once a position has been started.

Coordinator

The Career Planner will work with the client to develop a Personal Career Plan. When the client has a career plan in place, the coordinator will assign the client to you if your career is a close match to the intended career of the client. If at any step along the way you have questions or problems, feel free to contact the Career Planner for further assistance.

Responsibilities

You will be given the Personal Career Plan -- information about the chosen career of your client. This may include a personal profile, resume, skills inventory, work values inventory, and/or career assessment. Once you receive the assignment…

- ✓ You will need to contact the client within 3 days of receiving the assignment and set up a date for a face-to-face or personal meeting.
- ✓ You will start a folder where you will keep the Personal Career Plan information, a log of your meetings, and phone calls (copy attached Exhibit A) in which you put the time of meeting and a short synopsis of the meeting. In the future we may have an online database where you would just enter this data on the computer and wouldn't need to keep a paper copy.
- ✓ During your meetings you will provide your personal experiences that will be helpful.
- ✓ You should answer the questions of the client to the best of your ability.
- ✓ If the career continues to be the right one for the client,
    - you will help with resume refining, if needed
    - college, education, and training recommendation, if needed
    - You will seek assistance with these items, if needed.
- ✓ You will coach the client about the possible interview process in the field.
- ✓ You will encourage but let the client take ownership for what he/she is doing.
- ✓ You will use your network, and the network of the Veterans Resource Central to assist the client in finding a job match.
- ✓ You will stay in close contact with the client until several weeks after the client has accepted a job position.
- ✓ You should follow up with the client once a position has been taken and he/she has been in the position for a few weeks. Ask the client what has been going well. Ask the client if there have been any problems that can be discussed with you to see if resolutions can be found.
- ✓ The important thing is to closely support the client until he/she is established and comfortable in the position. It will be your responsibility to keep in contact with the client and get outside help for the client where needed. You are the point person for that client.
- ✓ When a client has been successfully in a position for 3 months and you've done one last check, you may turn your file folder with all the original information and the log back to the Career Planner, your coordinator.

This whole process may take two months to a possibly longer period of time if the client needs to take a course(s) in college in order to hold the job position. Initially it may be two-hour meetings for a time or two. Then it may be less time but some time every week or two until the mission is accomplished.

Commitment * Perseverance * Good Listener * Guidance

Mentor – Veteran Client Timeline

When and What	Duration	Week 1	Weeks 2-3	Weeks 3-4	Weeks 4-6	Weeks 5-7	Weeks 6-8	Weeks 7-?	after Employment
Receive client Personal Career Plan from Coordinator	Assignment begins								
Initial Contact to set up a meeting	within 3 days								
First meeting Get acquainted; discuss career move and what jobs in the field may entail	within 1-2 weeks meeting length 1-2 hours								
Second meeting Design a joint plan of action for the job search process and to help make the career move a success. Begin plan execution.	within 1-2 weeks after the first meeting								
Third meeting Discussion any extra education or skills needed, or helpful enhancements to resume	If needed and when ready usually within 2 weeks of last meeting								
Fourth meeting Review and update plan; Work on the resume	Within 1-2 weeks of second or 3rd meeting								
Fifth meeting Discuss interviewing tips	As soon as the resume is complete								
6th meeting Follow up to encourage during interview process	During the time of the client's interview process								
Seventh Meeting Call within the first month of job acceptance Discuss what is going right; potential problems	Call approximately 1 month after client has accepted a position								
Eighth Meeting Call after 3 months of client in job to check in with client about progress: If all well turn in Personal Career plan to coordinator	Call after client has been approximately 3 months on the job. Return Personal Career Plan to the coordinator								

Items for Discussion at Meetings

These are some suggestions of topics you may want to discuss during meetings 1 and later. Feel free to add your own.

1. Describe your career including your typical day, if it is close to your client's interest area.
2. What education is needed for this career? … high school diploma, 2 year degree at a community college, 4 year college degree, apprenticeship, on the job training, etc.
3. What skills are needed for this career?
4. What skills are learned on the job?
5. How can the client use his/her veteran experience in the workplace? … leadership, teamwork, determination, concentration, etc.
6. What are typical work hours? Are you ever on-call after normal work hours?
7. What personality and work style traits might best fit the job? …quiet, outgoing? Self-starter?
8. Is this a one-person work-alone position or does it require teamwork?
9. How important is it to be on time for work or does this career allow flexible hours?
10. How important are good manners?
11. How important is it to be flexible on the job (ability to change original plans for the hour/day/week)?
12. Are there times when there is conflict on the job? How do you suggest resolving the conflict or diffusing possible negative emotions?
13. Is comfort with technology and electronic communication a necessity in this career? Does the client feel comfortable if this is a requirement?
14. What is the salary range for the career, both entry level and experienced level?
15. How important is it that you like your job?
16. Do you have outlets for your free time? How important is that to have outlets?

FAQs: Questions or Problems ? ? ?

1. **What should I do if a client does not return my phone call after several tries?**
   It is hoped that this will not happen since the veteran approached us for help. If a client does not return calls and you have an email address, try making contact that way. Alternatively, send a letter, which must be signed for asking the veteran to contact you. If you still do not hear from the client, contact the coordinator, the Career Planner for further instruction.

2. **What should I do if I feel the client is not the right fit for the chosen career?**
   Discuss the items that seem to make this a questionable fit. Discuss situations where there has been a need for the trait or expertise in question, from your experience. The client may well come to the same conclusion. If not, encourage the client to get the needed education and/or skill development to make this a better fit. Also describe other careers, close to the original career idea, that may be a better fit. Share your perspective on why the fit might be better.

3. **What should I do if we have a personality conflict and we just don't get along or I don't feel like I can help the client?**
   Please contact your coordinator immediately. We want both of you to feel success in what you are trying to accomplish. Another mentor will be found. It is no reflection on either of you that this mentor-client match was not successful.

4. **Who should I contact if I need help with the resume writing?**
   Contact the coordinator, the Career Planner for further instruction.

5. **Who should I contact if further education is needed for the career and the person needs a college advisor?**
   Contact your coordinator or the Education & Training Coach for further instruction.

6. **What happens if I become too busy to help the client(s)?**
   Please let your coordinator know as soon as possible. We appreciate your honesty in letting us know. We will ask you to forward the client(s) folders to the Career Planner for reassignment. When you have time again please contact the coordinator and you will receive a new client as one becomes available in your area of expertise.

7. **How long should I keep in contact with the client?**
   Approximately 3 months after the client accepts a job. Of course, it is acceptable/encouraged to continue this relationship longer if desired by both of you.

8. **What if I feel my job is in competition with this client. What do I do?**
   Please contact your coordinator immediately. We will ask you to return the Personal Career Plan of the client and he/she will be reassigned. At no time do we wish you to feel uncomfortable in your mentoring position.

Mentor Checklist

Meetings may be combined if that works best for the two of you.

_____ You have been given a Personal Career Plan -- information about the chosen career of your client. This may include a personal profile, resume, skills inventory, work values inventory, and/or career assessment

_____ Contacted the client within 3 days of receiving the assignment and set up a date for a face-to-face or personal meeting.

_____ Start a folder where you will keep the Personal Career Plan information, a log of your meetings and phone calls (copy attached Exhibit A) in which you put the time of meeting and a short synopsis of the meeting.

MEETING 1

_____ Get acquainted

_____ Discuss goals, career desires of client, including salary requirements

_____ Discuss your own personal experiences that may help the client make decisions about whether this is the right career for him/her.

_____ Discuss expectations of time commitment, education, people skills and personality needed for someone in that career.

_____ Give websites and any other handouts that may help the veteran client with understanding the career.

_____ Set up a second meeting time.

_____ Log meeting in your log sheet.

MEETING 2

_____ Review what happened and what was accomplished in the first meeting.

_____ Decide on a plan of action to accomplish those career desires. Write that plan down for the client to take with them.

_____ Set up a next meeting time.

_____ Log your meeting in your log sheet.

MEETING 3

_____ Discuss education needed for the career. Will the client need to talk to an Education Coach?
- _____ If yes, make contact with the education coach and set up a time for a meeting, preferably when client is with you.

_____ Discuss what information to bring to the next meeting to enhance resume including
- _____ Goals and objective
- _____ Work Experience including dates, addresses, contact person
- _____ Military Service Experience including dates, addresses, contact person(s)
- _____ Education including dates, schools, addresses, any degrees held

_____ Will the client need a separate Resume Coach? If yes, make contact with the Education & Training Coach and set up a time for a meeting, preferably when client is with you.

_____ Set up the next meeting time

_____ Log your meeting into your log sheet

MEETING 4

_____ Review and update your plan of action for the job search.

_____ Work on the resume together or update one already in progress.

_____ Set up a next meeting time

_____ Log your meeting on your log sheet.

MEETING 5

_____ Discuss the interview process

_____ Practice some interview scenarios with the client

_____ Set up a time when you will call the client to follow up on whether client has turned in an application to employer(s).

_____ Log your meeting on the log sheet.

MEETING 6 (Phone call or calls, as needed)

_____ Make a phone call to discuss client's progress in the application progress. Provide encouragement and any advice you may have.

_____ Log your call(s) on the log sheet

MEETING 7 – After job placement

_____ Make a follow up call after several weeks on the job. Discuss what is going well. Discuss areas in which the client may be having problems. Help the client with any problems if you can. If you cannot help with the problems, get back to the coordinator for further instruction.

_____ Report to the coordinator the client's accomplishments in the selected career path

_____ Log your call(s) on your Log Sheet

3 months later

_____ When client has had the position for 3 months and seems to be satisfied, turn your folder including log sheet back to the coordinator.

Log Sheet

#	Date	Time	Contact Type (Phone Call, Meeting, Email)	Topic(s) of Discussion
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

#	Date	Time	Contact Type (Phone Call, Meeting, Email)	Topic(s) of Discussion

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