

Getting to know the jobseeker

To support a person well, you need to understand who they are as a whole person: what they value, what they aspire to, what their life situation is and what they are capable of. In employment services, this process is often called things like 'personalised client assessment' or 'vocational profiling'. Meaningful assessment activities help jobseekers and their supporters build a strong connection with employment specialists and highlight the person's skills, interests and support needs.

Key strategies for success

Focus on their goals, not yours

Be guided by the jobseeker and what they want to achieve, both in work and in life in general. Don't impose your goals on them, especially at this stage.

Identify their skills and strengths

Taking a strengths-based approach will help build confidence and self-belief, which will in turn support motivation and independence.

Map tasks and activities that interest them

For work to be sustainable, there needs to be some basic interest and enjoyment in the tasks and activities. You may find examples in the jobseeker's home life or community activities.

Highlight conditions for success

Ask what will help the jobseeker succeed, not what limits them. This will help put personalised strategies in place: linking supports, making workplace adjustments and working with employers to create an inclusive workplace.

