



ONE TO ONE JOB SEARCH ADVICE SESSIONS

SERVICE STANDARDS

WHO IS THE SERVICE AIMED AT?

- We will offer information and advice on learning and work to any adult who lives, works or studies in Leeds, whether they are unemployed and seeking work or employed and seeking a change of job/career.
- We will not expect people to be members of the library service or to join unless they wish to use the library facilities, either to borrow appropriate material or to use the library's free internet access.

WHAT DOES THE SERVICE OFFER?

We will offer a service on 2 levels - basic help and further help.

Basic Help

- Help will consist of the following elements, dependant on the needs identified by the individual receiving the session:
 - CV layout
 - Signposting to appropriate books, electronic help resources, including the language help on leeds.gov.
 - Filling in basic application forms
 - Where to find vacancies - web sites, papers, leeds.gov. etc
 - Referral to Job Advice Worker for further help and guidance as detailed below
- The session will be based on the Job Search pack
- Sessions will be flexible in length up to 45 minutes.

Further Help

- Further help and guidance will be offered at Central Library, Chapel Allerton Library, Moor Allerton Library and Chapeltown Library on a referral basis by the Job Advice Worker.
- Sessions will be 1:1 and bookable and delivered by the specialist Job Advice Worker.
- Help will be very much tailored to the needs identified by the person receiving the session but will include things like:
 - Building up a CV
 - Completion of complex application forms
 - Careers guidance, choices and opportunities
 - Further referral for specialist advice in such things as benefits available to job seekers etc.
 - Sessions will again vary in length depending on need but will normally be between 1 hour and 1 ½ hours.

WHERE ARE WE OFFERING THE SERVICE?

- Basic help with job search advice will be offered at a range of libraries across the service where a high level of need has been identified by market research or direct request.

WHAT POLICIES AND PROCEDURES ARE IN PLACE?

There are various policies that govern the running of the library and the session. The policies are listed below. These are available on request.

- Equal Opportunities
- Data Protection
- Privacy Statement
- Acceptable use of the PC and the internet
- Complaints policy
- Health & Safety

WHO WILL DELIVER THIS SERVICE?

- The basic help will be offered on a bookable 1:1 basis by members of staff who have been trained in giving basic job search guidance to OCN level 2 and who have had the ½ day training course on CV writing.
- The further help will be offered by the specialist job advice worker or by specialists in other appropriate services e.g. Jobs and Skills.

HOW CAN CUSTOMERS ACCESS THIS SERVICE?

- Information on Job Search advice sessions can be found on the Leeds.gov web site and includes the Job Search pack. Look under Job and careers/unemployment
- 1:1 sessions with an appropriate member of staff can be booked via Enquiry Express on 0113 247 6016, or by phoning any of the following libraries:

Library:	Phone number:
Armley	0113 395 1010
Chapel Allerton	0113 214 5812
Chapelton	0113 214 5811
Compton Road	0113 214 3156
Hunslet	0113 214 1764
Middleton	0113 224 3119
Moor Allerton	0113 214 5624
Richmond Hill	0113 214 3155
Rothwell	0113 224 3288
Seacroft	0113 214 4171