

**Job Skills Mentor
Guidebook**



world reliefTM
DUPAGE/AURORA

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Dear Volunteer,

Thank you so much for your willingness to give your time and energy to help a newly-arrived refugee. We cannot emphasize enough how much we value your assistance. Not only does your friendship provide a new refugee with stability and English skills, but it pushes him/her to acquire and hone the skills necessary to survive in the U.S. workplace, helping set him/her on the path to long term success.

In this handbook we compile our years of experience working with hundreds of refugees to get thousands of jobs, distilling it to be both practical and accessible. This is the most important information we want every refugee to know about working in the United States. We teach these principles in our job skills class, in one-on-one conversations, and during the job application and interview processes. But as a volunteer, you can give individualized attention and cover the material in a specialized way that we rarely can.

We have arranged the handbook into five roughly hour-long lessons. Each includes a short homework assignment to be completed by the refugee before your next session together. Depending on the ability of your refugee friend, we recommend this material be covered in about six weeks. Of course, you and your refugee can make arrangements that suit your schedules best. Every refugee has a different background and set of experiences, but we ask you to methodically work your way through this material and ensure that the refugee understands the basics and is growing in the more complex skills. The information is arranged from the most basic job seeking skills such as writing a home address to more advanced skills like networking and searching for jobs online. Additionally, as each refugee is at a different stage of English fluency, some lessons will be more challenging. When you are matched with a refugee friend, the Employment Team can help you determine if a translator will be necessary for your sessions and who that person might be.

As you build a relationship with your refugee friend, it is natural and good that he/she begins to trust you. However, even if the refugee tells you of a problem at work, please do not contact the company directly. Instead, contact a World Relief employment counselor. We work hard to develop relationships with employers and may be better equipped to address an issue on behalf of your friend and any other current and future refugee employees.

Again, thank you on behalf of our refugee client, but also on behalf our Employment Services Team. You are an extension of our work and we are grateful for your partnership. Please don't hesitate to contact us with questions, comments, brainstorm, or just to share. We would love to hear from you.

Finally, be encouraged in your new relationship, remembering that our Lord sees even the smallest acts of love done for those in need. Jesus said, "Whatever you do unto the least of these, my brothers, you do unto me" (Matthew 25:40).

Thank you,

World Relief Employment Services Team

Lesson 1

Approximate time: 1 hour 15 minutes

English Level: Low

Homework: Practice completing extra copies of state and federal W-4 tax forms, I-9 and job application included.

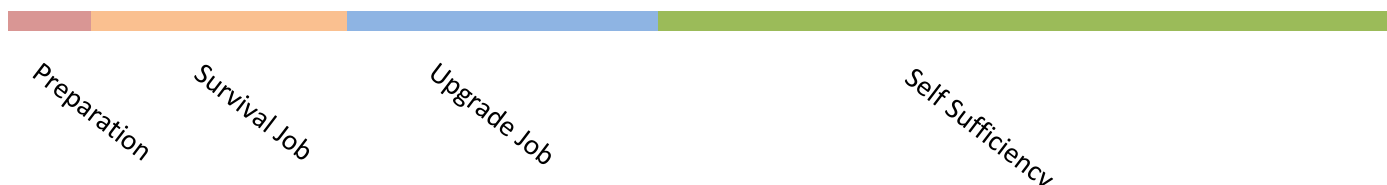
Mentor Tip: Use simple language with English language learners. Try different ways of phrasing the same idea.

Frequently Asked Questions

When do refugees start their first job?

The United States government provides money for the first three months of rent for each new refugee. Therefore, World Relief aims to place refugees into jobs in their first 50-80 days in the U.S. This timeframe allows for an initial adjustment and an opportunity to learn about working in the U.S., but also allows for enough time to earn money for the fourth month's rent.

Timeline for Employment Services



How long will World Relief help refugees find jobs?

World Relief can provide job assistance for the first 18 months after a refugee arrives in the United States. For the first few months, the refugee must attend English and job skills classes to prepare for work. Then the employment specialists will help the refugee start working in a basic survival job in order to cover the cost of living. After working for six months, refugees can request assistance to find a better job or pursue further education and training. World Relief's goal is that after 18 months in the country, each refugee is self-sufficient and able to complete further job searches independently.

What are the requirements to be eligible for World Relief employment services?

- Be enrolled and have good attendance in World Relief English classes and job skills class.
- Have a plan for who will watch any children in the family when the parents are at work.
- Be healthy enough to work a physical job 8-12 hours a day; any work limitations must be verified by a doctor's note.
- Be willing to take any job on any shift (for first survival job).
- Make a commitment to stay in the first job for six months.

What if the survival job is not a good job?

Many refugees and volunteers express frustration about the following aspects of the initial survival job: commuting distance, inappropriate skills match, cold or hot environment, irregular or unfavorable schedule, low pay. Regardless of a refugee's vocation in his/her home country, the first job in the U.S. is often in an industrial, manufacturing or warehouse setting. It will likely be difficult work and will not pay much, but it is a necessary step not only to build his/her career, but also to pay for basic needs like rent and food.

How can refugees prepare to move beyond the survival job?

- Improve English
 - Get a driver's license and a car
 - Build a good work history
-

Paperwork

Getting a job requires a lot of paperwork. Job candidates who can fill out paperwork independently show their competence and can impress an employer. Included in this lesson are common job applications and other pre-hire documents listed below. A refugee seeking employment should be able complete these without help. Extra copies should be completed for homework.

Job Applications:

It is important to be able to recognize and fill in the following fields: name, signature, date, address, social security number, date of birth, criminal history, name and number of emergency contact, work history, references. This information should be memorized or carried on one sheet of paper for easy reference at a company.

State and Federal Tax Forms:

Only the bottom portions of both the federal and state W-4 forms need to be completed. When asked how many allowances to claim, write the number people in the family (unless there is more than one person working in the family).

I-9 Employment Authorization Form:

Only the top section entitled *Section 1: Employee Information and Verification* needs to be completed. Employers will not accept an I-9 form with mistakes, white-out or scratched-out information. The most common mistake is to sign the document on the wrong line.

Office Use Only

DHS Response _____

I-9 Review * Initials _____

Photo ID Review* Initials _____

8850 Review Initials _____

EMPLOYMENT APPLICATION

APLICACION DE EMPLEO

An Equal Opportunity Employer

PERSONAL

Social Security Number / Numero de Seguro Social		Today's Date / Fecha	
First Name / Nombre	Middle Name / Segundo Nombre	Last Name / Apellido	Nickname / Apodo
Street Address / Direccion: Numero y Calle			
City / Ciudad		State / Estado	Zip Code /Codigo Postal
Home Phone No. / Telefonico de Casa ()		Other Phone No. / Telefonico Adicional ()	Type / Tipo
Other Phone / Numero Telefonico de Emergencia ()		Type /Tipo	Email Address / Direccion de Correo Electronico

GENERAL INFORMATION

Type of work desired / Tipo de trabajo <input type="checkbox"/> Office / Clerical/Oficina <input type="checkbox"/> Marketing/Sales / Mercadotecnia /Ventas <input type="checkbox"/> Professional / Profesional <input type="checkbox"/> Industrial / Almace <input type="checkbox"/> Technical / Tenico		
I am interested in: <input type="checkbox"/> Temporary Only / Temporal Unicamente <input type="checkbox"/> Temporaryto Hire /Temporal Permanente <input type="checkbox"/> Career / Contrata con directa <input type="checkbox"/> Contract / Contrato <input type="checkbox"/> Other / Otro		How did you hear about us? (please be specific) Come supo acerca de Company? (Favor de ser especifico)
What is your lifting capacity? / Cuanto peso puede levantar? <input type="checkbox"/> 10 lbs <input type="checkbox"/> 25 lbs <input type="checkbox"/> 50 lbs <input type="checkbox"/> 80 lbs <input type="checkbox"/> 100 lbs <input type="checkbox"/> 100+lbs		Are you willing to work in a smoking environment? Esta dispuesto a trabajar en un ambiente donde esta permitido fumar? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO
Drivers License Issuing State / Estado donde su licencia fue emitida	Drivers License Number / Numero de Licencia	Are you willing to take a drug test? Esta dispuesto a someterse a un examen de drogas? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO
Any history of legal convictions? (if YES please explain) / Alguna vez ha sido encarcelado (a) ? (Por favor explique) <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO		
Have you ever been Bonded? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO	Date / Fecha	Details / Detalles: _____ _____ _____

AVAILABILITY

First Date Available ? Cuando puede empezar a trabajar?	Last Date Available (if applicable) Último día Disponible?	Number of hours preferred per week Cuantas horas prefiere trabajar por semana
Minimum Wage Required Salario minimo requerido? Hourly / Hora \$ Annual/ Anual \$	How many miles are you willing to travel for a position? Cuantas millas esta dispuesto a manejar?	Are you willing to work overtime? Esta dispuesto a trabajar horas estras? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO
What is the availability of your transportation? Posee un carro? Alguien lo lleva a trabajar?		
How much notice do you require before accepting a position? Cuanto tiempo de anticipacion require para aceptar una posicion? <input type="checkbox"/> Same Day / Mismo dia <input type="checkbox"/> One Day / Un Dia <input type="checkbox"/> Two Days / Dos Dias <input type="checkbox"/> One Week / Una Semana <input type="checkbox"/> Two Weeks / Dos Semanas <input type="checkbox"/> One Month/ Un Mes		

Preferred Assignment Duration Preferencia en la Duracion de su trabajo? <input type="checkbox"/> Short Term (less than two weeks) / Corto Plazo (Menos de dos semanas) <input type="checkbox"/> Long Term (more than two weeks) / Largo Plazo (Mas de dos semanas) <input type="checkbox"/> Direct Hire Placement Only / Contratacion directa Unicamente		Are you a student? Es Ud. Estudiante? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO		Are you on lay off/recall? Ud. Esta descanso de un tabajo ? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO	
Please Indicate Shift Preference (1st, 2nd, 3rd or if not applicable) / Favor indique el turno que prefiere tabajar (Premier, segundo o tercedo) Monday / Lunes _____ Tuesday / Martes _____ Wednesday / Miercoles _____ Thursday / Jueves _____ Friday / Viernes _____ Saturday / Sabado _____ Sunday / Domingo _____					
EDUCATION					
High School / Secundaria					
Name of Institution / Nombre de Institucion			Address / Direccion		
City, State Zip Code / Ciudad, Estado, y Código Postal		Dates Attended / Fechas en las que asistio From / Desde To / Hasta		Did You Graduate / Se graduo Ud? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO	
College or Technical School / Univesida w o Institucion					
Name of Institution / Nombre de Institucion		City, State / Ciudad / Estado		Degree Type / Titulo Recibido	
Major Study / Carrera o Especialidad		Dates Atended / Fechas en las que Asistio From / Desde To / Hasta		Did You Graduate? / Se Graduo Ud? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO	
College or Technical School / Univesida w o Institucion					
Name of Institution / Nombre de Institucion		City, State / Ciudad/Estado		Degree Type / Titulo Recibido	
Major Study / Carerra o Especialidad		Dates Atended / Fechas en las que Asistio From / Desde To / Hasta		Did You Graduate?n/ Se Graduo Ud? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO	
PAST EMPLOYER (please start with the most recent)					
TRABAJOs Previos					
Past Employer #1					
Company Name / Nombre de Compania		City, State / Ciudad, Estado		Phone Number / No. Telefonico ()	
Job Title / Puesto	Starting Date / Fecha de Inicio (Month / Year) (Mes / Año)	Ending Date / Fecha Terminacion (Month / Year) (Mes / Año)	Start Pay / Sueldo de Inicio Hourly / Por Hora \$ Annually / Anual \$	End Pay / Sueldo de Finalizar Hourly / Por Hora \$ Annually / Anual \$	
Did you work? Ud Tabajo? <input type="checkbox"/> Full Time Tiempo completo <input type="checkbox"/> Part Time Medio Tiempo	Job Description / Descripcion de Trabajo _____ _____ _____				
Supervisor Name Nombre de Supervisor	Reason For Leaving / Razon por la que dejo el Trabajo?		May we call this employer for a reference? Podemos contactar esta empresa por referencias? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO		
Past Employer #2					
Company Name / Nombre de Compania		City, State / Ciudad, Estado		Phone Number / No. Telefonico ()	
Job Title / Puesto	Starting Date / Fecha de Inicio (Month / year) (Mes / Año)	Ending Date / Fecha Terminacion (Month / Year) (Mes / Año)	Start Pay / Sueldo de Inicio Hourly / Por Hora \$ Annually / Anual \$	End Pay / Sueldo de Finalizar Hourly / Por Hora \$ Annually / Anual \$	
Did you work? Ud Tabajo? <input type="checkbox"/> Full Time Tiempo completo <input type="checkbox"/> Part Time Medio Tiempo	Job Description / Descripcion de Trabajo _____ _____ _____				
Supervisor Name Nombre de Supervisor	Reason for Leaving / Razon por la que dejo el Trabajo?		May we call this employer for a reference? Podemos contactar esta empresa por referencias? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO		

Past Employer #3				
Company Name / Nombre de Compania		City, State / Ciudad, Estado		Phone Number / No. Telefonico ()
Job Title / Puesto	Starting Date / Fecha de Inicio (Month / year) (Mes / Año)	Ending Date / Fecha Terminacion (Month / Year) (Mes / Año)	Start Pay / Sueldo de Inicio Hourly / Por Hora \$ Annually / Anual \$	End Pay / Sueldo de Finalizar Hourly / Por Hora \$ Annually / Anual \$
Did you work? Ud Tabajo? <input type="checkbox"/> Full Time Tiempo completo <input type="checkbox"/> Part Time Medio Tiempo	Job Description / Descripcion de Trabajo <hr/> <hr/> <hr/>			
Supervisor Name Nombre de Supervisor	Reason for Leaving / Razon por la que dejo el Trabajo?		May we call this employer for a reference? Podemos contactar esta empresa por referencias? <input type="checkbox"/> YES / SI <input type="checkbox"/> NO / NO	

Company is a Drug Free Work Place. All employees are subject to drug screening which may include pre-employment, random, reasonable suspicion and post accident. Any employee whose drug screening indicates an unlawful involvement with drugs or other controlled substances will be immediately discharged or terminated.

- I authorize and consent the release of the test results to Company.
- I certify that the information contained in this application is true and correct to the best of my knowledge, and understand that falsification and/or consequential omissions of any kind in regards to this information is ground for refusal to hire, or if hired, dismissal.
- I acknowledge that I have been informed of and given the opportunity to review an 'Associate Manual' and understand that I have access to this manual at any given time during my employment with Company.
- I understand it is my obligation to contact Company before the end of my current assignment; my failure to do so constitutes my voluntary resignation of my employment.
- I also understand that it is my responsibility to contact Company for additional work. Failure to do so will result in Company's assumption that no more work is desired.

Company es un lugar que no permite el uso de drogas. Todos los empleados deberan tomar un examen de drogas. El examen de drogas se relizara, a discrecion de Company: antes de comenzar a trabajar para Company, al azar, si Company tiene alguna sospecha o en caso que se produzca un accidente laboral. Si se detecta la presencia de cualquier droga ilicita o substancia controlada en el resultado del examen de drogas, el empleado sera inmediateamente despedido. Si un empleado se niega a tomar un examen de drogas, el empleado sera inmediateamente despedido y no podra trabajar para Company.

- Autorizo a Company a obtener los resultados de mi examen de drogas y de la investigacion de antecedentes criminals.
- Certifico que la informacion contenida en esta aplicacion es verdadera y correcta: comprendo que si falsifico u omito datos, Company podra despedirme si asi lo considera necesario.
- Reconozco que he sido informado y he recibido la oportunidad para leer el "El manual para empleados y temporario asociate manual". Entiendo que tengo acceso al mismo manual a lo largo de mi empleo con Company.
- Si el trabajo al cual fui enviado por Company se termina, es mi oligacion mantenerme en contacto con la agencia para conseguir mas trabajo: si yo no contacto a Company Staffing para que me mande a otro tabajo, Company entendera que he decidido renunciar y no estoy interesado en trabajar para Company.

Signature / Firma: _____

Date / Fecha: _____

FOR OFFICE USE ONLY

Communication _____

Penmanship _____

Composure _____

Grooming _____

Attire _____

Coordinator Initials _____

Lesson 2

Approximate time: Adjustable, 30 minutes to one hour

English Level: Moderate. Use a translator if needed for a low-English refugee. As always, contact the Employment Team with any questions.

Homework:

Beginner English – Practice and be able to answer at least the two questions: *What is your work experience?* and *What did you do in your job?*

Intermediate and Advanced English – Practice and be able to answer all interview questions.

Mentor Tip: Help your refugee friend write out the answers to each question you discuss so he/she can practice them aloud.

The Interview (Part 1)

What to Wear

It is important that job candidates make a good first impression. A candidate's appearance can directly affect hiring decisions. A job candidate must wear clean clothes and closed-toed shoes (not sandals). He/she should wear long pants (not shorts or a dress).



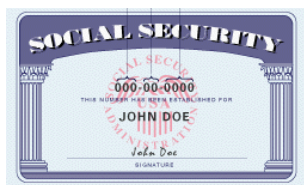
What to Bring:

A job candidate should bring his/her employment card, Social Security card, I-94 and any other form of identification, a resume, and a snack. Only original documents are acceptable; copies are not allowed.

1)



2)



3)

212267781 12

Immigration and Naturalization Service
I-94
Departure Record

APR 29 2007
FI
D/S

14. Family Name: Reyes, Swarez
15. First (Given) Name: Mary, Louisa
16. Birth Date (Day/Mo/Yr): 06/10/85
17. Country of Citizenship: Dominican Rep.

See Other Side specimen STAPLE HERE

4) Resume

JOHN DOE
Full Address • City, State, ZIP • Phone (Home) • E-mail

OBJECTIVE: Design apparel plans for an innovative retail company

EDUCATION:
UNIVERSITY OF MINNESOTA
College of Design
• Bachelor of Science in Graphic Design
• Graduate GPA: 3.0, Dean's List
• Transferred from College Scholarship

WORK EXPERIENCE:
AMERICAN TAILOR City, State
Sales Associate July 2006 - present
• Collaborated with the store merchandise buying department to create clothing
• Visited retail customers to assist customers in their shopping experience
• Thoroughly read every piece of merchandise for inventory control
• Proven ability to maintain my product knowledge

FLAVET BEACH City, State
Spa Consultant Aug. 2006 - present
• Sell retail and merchandise to meet company sales goals
• Invested significant skills to create beautiful styling of spa products
• Communicate with clients to fulfill their needs and wants
• Always professional and ready to assist my clients
• Handle cash and deposits during opening and closing
• Received employee of the month award twice

BEAUTYREX City, State
Sales Associate May 2006 - Aug. 2006
• Stocked sales floor with fast fashion inventory
• Matched sales floor with fast fashion inventory
• Offered advice and assistance to each guest

VICTORIA'S SECRET City, State
Fashion Representative Sep. 2006 - Feb. 2007
• Applied my leadership skills by working on the training of new hires
• Set up merchandise and displays in order to attract future customers
• Provided ongoing customer service by helping with customer decisions
• Took inventory

VOLUNTEER EXPERIENCE:
BIG BROTHERS BIG SISTERS
Big Sister Advocate
• Organized clothing donations and Target Inc. at a college event
• Trained University of Minnesota freshmen in the Target brand experience

5)



*The Interview (Part 2)***Practice Interview Questions:**

Job candidates should prepare to answer basic interview questions. Practice with the questions below, remembering the importance of discussing previous work experience. If a candidate has no previous experience, he or she should be prepared to talk about any hobbies, studies, or unpaid roles, including helping in the family home. Use the template below to prepare an answer to two essential questions and the list to practice other common questions.

Q: What is your work experience?

A: I worked as a _____ in _____ (country)
 (1) a _____ in _____
 (2) and a _____ in _____
 (3) I can do this job.

Q: What did you do in your job?

A: When I was a _____ I did _____ (1)
 When I was a _____ I did _____ (2)
 When I was a _____ I did _____ (3)
 I can learn to do many things.

Other Practice Questions:

1. Where are you from?
2. What type of work are you looking for?
3. What shift do you prefer?
4. Are you willing to work overtime?
5. Do you have transportation? How do you plan to get to work?
6. How is your English? Do you understand me?
7. Are you currently taking English classes? If hired, will you keep going to class?
8. How long have you been in America?
9. Do you think you can do this job?
10. Do you have any questions for me?
11. Why should I hire you?
12. What skills do you have?
13. What languages do you speak?
14. What did you like/dislike about your last job?
15. Did you get along with your last boss?
16. Do you work well with other people? Do you like working on a team or alone?
17. How many work days is it acceptable to miss in the first 90 days at a job?
18. Is it acceptable to be late?
19. If another worker is not being safe, what will you do?
20. If another worker is stealing from the company, what will you do?
21. Are some rules more important than others?

Lesson 3:

Approximate time: Approximately 45 minutes.

English Level: Higher. Ask your refugee friend to make sure the translator will join you for this session.

Homework: Be able to call in sick to work. Use the provided script as necessary. Also be able to explain how to quit a job the right way.

Mentor Tip: This lesson contains a lot of information. Take your time going through the content to be sure of comprehension.

Keeping Your Job: The First 90 Days

The First 90 Days:

The first three months of work should be thought of as an extended interview. Employees who do well gain the respect of their supervisors and earn a greater level of job security. To impress an employer, a new worker must understand the following information:

1. Understand the concept of a 90-day probation period.
2. Be at work every day. This is most important during the first 90 days.
3. Prioritize work over all other appointments (medical appointments included).
4. Have the name and number of the supervisor and be ready to call in if absent from work.
5. Arrive at work 10-15 minutes early.
6. Have the name and phone number for the driver providing transportation.
7. Work hard and fast, showing the supervisor he/she is the best worker.
8. Be clean and wear clean clothes; shower daily and use deodorant.
9. Make friends at work; do not fight; spend time interacting with people who speak other languages.
10. Call an employment specialist at World Relief if there are any problems.

Missing Work:

Missing work and/or not calling when missing work is the most common way that refugees lose their jobs. Refugees should be prepared to do the following:

1. Call in case of an emergency, when sick, or when late and leave a message when necessary
2. Reschedule medical or other appointments outside of work hours
3. Request a day off (after the 90-day probationary period)

Practice calling the company to report an absence by memorizing this script:

"Hello, my name is _____, I cannot work today because _____.

My number is _____. I will come back to work tomorrow. Thank you."

Practice by calling a voicemail service and leaving this message after the tone.

English and Driving: Crucial Skills

The Necessity of English Study:

The necessity of improving English language skills cannot be overemphasized or repeated too many times. To advance in the workforce, a refugee should enroll in English classes that fit with his/her work schedule. World Relief offers English classes at various times, but local community colleges and churches also offer a range of classes with flexible schedules. It is VERY IMPORTANT to continue English study.

Transportation:

World Relief arranges temporary transportation solutions for refugees starting their first jobs, but at least one person in each household needs to practice driving and get a driver's license.

Carpooling: Carpooling can be economical, but it's not free. Each rider and driver can decide on a fair contribution, but generally \$30 per week is expected.

Getting licensed to drive: No carpool is permanent. Every passenger must take responsibility and work on getting a driver's license. World Relief does not ask volunteers to teach refugees to drive, but refugees can get help from family or other members of their community. Additionally, World Relief has a partnership with Excel Driving School which offers driving lessons to our refugee clients for the discounted price of \$50 per hour.

Getting a car: Refugees need to start saving money for a car as soon as they start working. Reliable transportation is vital to employability in suburban Chicago. Once the refugee is ready to start thinking about a car purchase, World Relief employment staff can help discuss the various options for buying an affordable car or getting a low-interest car loan.

Important Information

Overtime:

Some companies offer overtime work at a higher pay rate. Many people are eager to work more hours for more money, but refugees should understand the difference between mandatory and optional overtime. Before accepting optional overtime hours, transportation needs to be arranged. It should not be assumed that the driver will work the same schedule. Also, overtime should always be confirmed with a supervisor.

Finances:

Volunteers can help refugees complete the following financial tasks:

- Open a bank account
- Set up direct deposit using a voided check or a bank letter
- Make and use a monthly budget
- Learn how to do cash transactions, check transactions, and how to monitor bank account balance

Remittances:

Many refugees want to send money back home as soon as they start a job. Due to the unstable nature of many jobs, however, we recommend they refrain from sending money until they have a well-funded emergency savings account and a car. They may be laid off from work suddenly or lose their carpool driver. Without emergency savings or reliable transportation, they can find themselves in a crisis.

Personal Information/Scams:

Refugees should be warned to keep their personal information (social security number, etc.) secure. Some refugees have received phone calls in which the caller asked for private information; some phone scams have even claimed to be calling from World Relief. Refugees should know never to give out information to anyone they don't know.

New Hire Paperwork:

Many companies give new employees a handbook containing company policies regarding attendance, breaks, benefits, and other important information. Volunteers can help refugees read and understand the employee handbook. Some important things to understand and discuss are how and if to enroll in medical benefits, if offered (many refugees, however, will opt out of company health insurance because they have Medicaid health insurance which provides better coverage in some instances for a better price); what is a 401(k) and how do I enroll; and what is the company attendance policy?

How to Quit a Job the Right Way

Before quitting, refugees must talk with an employment specialist at World Relief. Also, he/she must:

- Give the company 1-2 weeks' notice
- Speak directly to human resources or the supervisor about leaving; DON'T just stop showing up

A refugee shouldn't be shy about telling an employer he or she is leaving for a better job. Role play can provide practice. Leaving a job well is an important step to receive positive references from the company.

Lesson 4:

Approximate time: Approximately one hour.

English Level: Higher, especially for the *Getting Better Jobs* section. There are also pre-employment tests that require less English.

Mentor Tip: If you have time beforehand, or even during your meeting, review the Upwardly Global website if it is appropriate for your refugee friend. (Upwardly Global helps skilled immigrants rebuild their careers in the U.S. A four-year college degree and two years of work experience in a field is required.)

In addition to what has already been mentioned (learning English, independent transportation—a license and car— U.S. work experience and a positive reference from a current employer), there are some additional pathways to better jobs that refugees can explore.

Upgrading with the Current Employer: Refugees sometimes overlook advancement opportunities within a company. Many companies post open positions on a central bulletin board, and current employees may be preferred over outside candidates. If your refugee friend is content with his/her employer, but would like a different position, encourage him/her to explore internal opportunities. If there are skills he/she would like gain, it is a good idea to approach a supervisor and ask if the company would be willing to teach them that skill.

Job Upgrades with World Relief: After six months working an initial survival job, refugees are eligible for upgrade services with World Relief. The first step is to make an appointment with Barb Galli (in DuPage, (630) 462-7566, ext. 1057) or Rachel Greene or Sasha Brady (in Aurora, (630) 906-6546, ext. 34 and ext. 14, respectively). Refugees seeking upgrades receive assistance in the job search process, reworking resumes, pursuing job leads, and more.

Continuing Education: College of DuPage and Waubensee Community College offer a number of excellent vocational and technical programs, in addition to academic programs. Refugees can learn skills enabling them to move forward in their current career path or pursue another field. Additionally, some companies offer their employees education funds toward courses to improve their skills. For further information, contact Barb Galli, (in DuPage, (630) 462-7566, ext. 1057 or in Aurora Rachel Greene or Sasha Brady, (630) 906-6546, ext. 34 and ext. 14, respectively).





Upwardly Global: Upwardly Global is a non-profit organization in Chicago that works with immigrants and refugees who want to reestablish their professional career in the U.S. Requirements for working with Upwardly Global include at least a four-year degree from a foreign college or university, and at least two years working in that profession before coming to the U.S. Refugees need to apply online and can then take advantage of online resources such as resume writing, networking, and interviewing skills. More information can be found at www.upwardlyglobal.org.





Matching:

1. DL323 ___
2. 47mj3 ___
3. DL223 ___
4. Q123DL ___
5. 471mm3 ___

- a. 471mm3
- b. Q123DL
- c. DL323
- d. DL223
- e. 471mj3

Matching:

1.  ___
2.  ___
3.  ___
4.  ___

- a. 
- b. 
- c. 
- d. 

Counting/Fill in the blanks:

1. 1, 2, 3, 4, 5, __, 7, 8, __, __, 11, 12...
2. 69, __, 71, 72, __, __, 75
3. 2, 4, 6, 8, __, 12, __, __, 18
4. 5, 10, 15, __, 25, 30, __, 40, __

Math:

1. $45 - 7 =$
2. $32 \div 8 =$
3. $4 \times 3 =$
4. $23 + 12 =$

Lesson 5:

Approximate time: Approximately 45 minutes.

English Level: Moderate

Mentor Tip: Once you have completed the job skills in the handbook, use these general review questions to ensure your refugee friend has a good grasp on the information you have covered together. Check for gaps in his/her understanding and spend the time reviewing the most important sections.

Overview Questions

What do you have to do for World Relief to find you a job?

Name two things you can do to find a better job.

What information do you put on an application?

What is one thing you cannot wear to an interview?

What two things must you bring to every job application and interview?

How many days can you miss at work in the first 90 days on the job?

What do you do if you have a medical appointment in the first 90 days of a job?

What is the first thing you should do if you know you will be late to work or miss work?

If you start work at 6 a.m., what time must you be at the company?

What must you do every day before work?

Who needs to get a driving license?

What is direct deposit?

How long must you work before you can ask for a day off?

How long must you work in one job before World Relief can help you find a new job?

What do you say when you call in sick?

What are the two most important skills to learn in your first year in the United States?

What is the difference between mandatory and optional overtime?

What should you never tell someone on the phone?

What is a 401(k)?

How do you request a day off?

How do you quit a job the right way?

If you are working in the morning, where can you study English at night?