

# CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

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## Special points of interest:

- \* Oswego County Workforce New York has computer labs for updating your resume and searching for jobs.
- \* Many workshops are available to assist you with your job search.
- \* Our staff are ready to help you!

## SPOTLIGHT ON: Metrix

Looking to increase your skills but don't have the time or money for traditional school? The Metrix Learning System may be just what you're looking for! This on-line, completely web-based program is a flexible and convenient way for you to learn new skills from the privacy of your own home. Best of all, it's available 24/7 and FREE for OCWNY customers\*. Coursework is offered by industry leaders Amatrol, Skillsoft and MedCom.

**Amatrol** – More than 700 courses specifically designed for learning manufacturing and production skills such as safety, machine operation, quality control, hydraulics, blueprints, and equipment assembly.

**MedCom** – Over 1,000 medical courses on patient care including topics such as bloodborne safety, physical assessments, HIPAA, admissions procedures, confidentiality and patient safety.

**Skills Soft** – 6,000+ courses in a wide variety of subjects including accounting, business,

computers, IT, job search, retail, customer service, management, sales, transportation and logistics, plus many more!

Additionally, the system includes **Prove It** skills assessments to verify the skills you already know!

You will **earn a certificate for each** course you satisfactorily complete! You can also add them to your resume to show potential employers that you are keeping your skills up-to-date. Some topics even provide coursework which can lead to industry recognized **certifications** in fields such as human resources, computer technologies, project management, and others.

As an extra convenience, some of these courses are “mobile ready” which means you can access them from most internet accessible tablets!

To sign up for an orientation, call 315-591-9000 or ask any staff member to sign you up!

\*Accounts are free for any customer who is currently unemployed or underemployed (working and earning less than \$25 per hour).



## JOBS IN DEMAND: Home Health Aide



A job that is currently in high demand is a Home Health Aide (HHA). Home Health Aides are helpers for people who need assistance with daily activities. These people can include the elderly, chronically ill, or individuals with disabilities. HHAs work with people who are living at home or are currently in a hospice setting. This allows patients to stay at home by monitoring and recording patient condition while providing support and personal services. Their duties may include but are not limited to:

- \* Bathing
- \* Dressing
- \* House Cleaning
- \* Cooking

Becoming a home health aide requires

minimal educational requirements like a high school diploma. An aptitude test for Math and English may be required of certain positions. Most of the HHA training is hands-on experience under the guidance and supervision of a licensed professional such as a registered nurse.

Other duties a HHA could perform (under the supervision of an RN) include:

- \* Occupational therapy
- \* Physical therapy
- \* Speech therapy

Home Health Aide Certification can also be obtained through more formal training. Funds for this training may be available through Oswego County Workforce New York. See the receptionist to find out how!

## Plan to Move Up in Your Career

If you want to want to advance in your career, a plan is essential. Here's how to build forward momentum:

- **Make a five-year plan.** What do you want to be doing in five years? What do you want to accomplish in that period of time?
- **Set your own goals.** Don't try to live up to someone else's expectations. It's your career—follow it your way.
- **Build your contact list.** Make connections inside and outside your organization. The more contacts you have, the more diverse your future career options will be.
- **Take on responsibility.** When you see an opportunity to volunteer for more responsibility, do it. Your boss will appreciate it, and you'll develop more authority at the office.
- **Look for challenges.** When you get bored with what you're doing, look for something new. Learn new skills. Dipping into new territory can open up the future — sometimes in unexpected ways.



"It is not happy people who are thankful, it is thankful people who are happy."  
- Author Unknown

## Key Questions for Every Job Interview

For both the interviewer and the interviewee, the questions asked during an interview are crucial to discovering whether you and a candidate can work together. An employer may ask:

- **"How old were you when you had your first job?"** The answer to this communicates much about a person's work ethic, ambition, and sense of entitlement. Part-time work in high school or college, for example, demonstrates a commitment to earning one's way in the world.
- **"Why did you leave your last job?"** There's no right or wrong answer to this one. You're looking for evidence of honesty. If a candidate tries to evade the question or makes a weak excuse, you won't be able to trust him or her. If the candidate tells the truth about wanting a better job, or even making a mistake that he or she has learned from, you can have more confidence in his or her integrity.
- **"Why do you want to work for our company?"** or **"Why did you apply?"** Simply saying "I need a job" is not the way to answer either of these questions. An employer wants to know if you are truly interested in working for them.

Researching about the company, the job, and the people who work there could help you decide if this job is right for you. It can also let the interviewer know that you are interested in what he/she has to offer. Here are some questions you could ask:

- **"What duties would I have to perform?"** This question may include generalities or specifics and be explained when the potential employer tells you about the job. Be ready for a follow-up.
- **"What will be my hours?"** and **"What will be my base pay?"** These questions can be answered when you do your research on the company. Answers to these questions will also give you and the interviewer the understanding that this is what you are looking for.
- **"Where will I be working?"** This question could lead to a tour of the facility allowing you to see the set up of the business and provide you an opportunity to ask more important questions. Take notes!

How to ask or answer these questions, as well as others, is part of the Effective Interviewing workshop offered here at Oswego County Workforce New York. Stop by our office to find out more.



## Veterans Get Priority of Service

Oswego County Workforce New York is proud to offer Priority of Service to veterans and their eligible spouses. What does this mean? If you served in the military, you will be:

- \* Served first by the next available staff member.
- \* Given first priority for job referrals and training for which you are eligible and qualified.

We are honored and pleased to provide our Veteran's Priority of Service not just for the holidays, but year-round. If you are a Veteran, spouse of a veteran, on active

duty, or in the reserves, and have to file for Unemployment Insurance and/or are looking for another job, we can help.

We understand the challenges that veterans can face when entering civilian life. While we will not cancel any previously made customer appointments, we will make sure that our veterans are seen by the next available staff member.

For more information, visit the New York State Department of Labor website: [www.labor.ny.gov/vets/vetintropage.shtm](http://www.labor.ny.gov/vets/vetintropage.shtm) or see the Receptionist.

## Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
For more information or to sign up, please call — 315-591-9000			1 9:00-4:00 Word 1:30-3:30 Ready Set Go	2
5	6	7 9:00-11:00 Effective Interviewing WIOA Overview 10:00-12:00 Intro to Computers	8 9:00-11:00 Ready Set Go 9:00-4:00 Excel	9
12 HOLIDAY- CLOSED 	13	14 9:00-11:00 Eff. Resume Writing WIOA Overview	15 9:00-11:00 Ready Set Go 2:00-3:00 Eff. Cover Letter 2:00-3:30 Metrix	16
19	20	21 9:00-11:00 Effective Interviewing WIOA Overview 10:00-12:00 Internet Job Search 11:00-12:00 WISE 1:30-3:30 Ready Set Go	22 HOLIDAY- CLOSED 	23 CLOSED
26	27 9:00-4:00 QuickBooks	28 9:00-11:00 Eff. Resume Writing WIOA Overview 1:30-3:30 Civil Service	29 9:00-11:00 Ready Set Go 11:00-12:30 Metrix 1:30-3:30 Over 40 & Hired	30

- ◆ **Effective Cover Letter** - So you've finally got your resume nailed down, but how's your cover letter looking? This workshop offers best practices to craft an effective, professional cover letter while avoiding the common pitfalls that can make hiring managers groan.
- ◆ **Effective Interviewing** - Suggestions to prepare for a successful job interview and interview phases will be discussed.
- ◆ **Effective Resume Writing** - An intro to resume development where the tips and tools to develop a resume and cover letter will be discussed.
- ◆ **Internet Job Search** - Learn to locate and research employers, the advantages and disadvantages of job banks and upload, copy and paste your resume into online applications. *Email address & electronic resume required.*
- ◆ **Introduction to Computers-** Develop a new skill and learn the basics of using a Personal Computer. Learn about windows, the mouse, files and more. *Email address & resume requested but not required.*
- ◆ **Metrix** - An online learning system with a large catalog of courses and assessments. Customers can choose a goal job, assess their skills, and the system will then suggest courses to improve existing skills and learn new.
- ◆ **Microsoft Excel 2016** - Learn to move around spreadsheets and how to enter data. Begin with simple formulas and move on to auto-sum and functions. Skills taught include filter, formatting and charts.
- ◆ **Microsoft Word 2016** - Learn how to work efficiently with Word to build your skills. Emphasis is placed on how to type a resume. Skills include text and paragraph formatting, spellcheck, autocorrect, managing bullets and graphics.
- ◆ **Over 40 and Hired** - Discuss the many positive contributions made by mature experienced workers, review the hiring process as well as marketing strategies in a highly competitive job market.
- ◆ **PowerPoint 2016** - Learn how to build a presentation. Skills include changing colors and background, adding text and graphics, transitions, animations, sound and packaging the presentation to share.

- ◆ **QuickBooks 2014** - Not just an accounting program, QuickBooks is also used by front desk, customer service and sales. Learn the basics of customer service, accounts receivable, accounts payable, inventory and reports.
- ◆ **Ready Set Go (to Work)** - How to look for work, the hidden job market, selecting the best resume format, cover letters, discussion time for any questions.

- ◆ **Understanding the Civil Service System** - Get a better understanding of how to obtain employment with local and state governments and school districts.
- ◆ **WIOA Overview** - Information on WIOA training scholarships. By appt only.
- ◆ **WISE Workshop** - Sessions to assist SSDI and SSI beneficiaries in knowing how working will affect benefits and medical insurance coverage.

**Partner Agencies/  
Workshops**

**Oswego County  
Opportunities**  
www.oco.org

**Oswego County BOCES**  
www.oswegoboces.org/  
adulted/index.asp

**Cayuga Community  
College**  
www.cayuga-cc.edu



**Did You Know...**

- ◆ **Did you know...**that Oswego County's average unemployment rate for September 2018 was 4.2%? This was an decrease from the August 2018 rate of 5.4%.
- ◆ **Did you know...**that the Public Computing Center (PCC) at the Oswego Public Library offers a free computer workshop series? Just call (315) 342-8839 or visit the website: <http://oswego.learninglibraries.org>, to see a complete list of classes offered.
- ◆ **Did you know...**that we are now on Facebook? To view job postings and other information go to [www.facebook.com](http://www.facebook.com) and search for Oswego County Workforce New York.

- ◆ **Did you know...**that you can visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) to determine eligibility for assistance programs, health insurance, and tax credits?
- ◆ **Did you know...**that you should prepare for an interview by researching the company? By doing some research ahead of time, you'll be better prepared and able to ask questions about the company.
- ◆ **Did you know...**that we have staff to help you in your job search if you receive SSI/SSDI? Attend one of our WISE workshops or stop in and see Lisa.

**www.indeed.com**  
Indeed.com is a new type of job search engine which pulls job listings from a variety of sources—such as America's Job Bank, [syracuse.com](http://syracuse.com) and [monster.com](http://monster.com). Click on Advanced Search to narrow your results by keyword, location and full or part-time.



Put us to work for you

Connect for Success

200 North Second Street  
Fulton, NY 13069

(315) 591-9000 phone  
(315) 591-9247 TTY

(315) 591-9009 fax  
(315) 591-9024 fax

WE'RE ON THE WEB AT  
[WWW.YOURCAREERCONNECTION.ORG](http://WWW.YOURCAREERCONNECTION.ORG)

We are hosting the following recruitments:  
TBA

Please call or see the front desk attendant for more information.

Local employers need YOU to help fill job openings in the following occupations: Transportation, Health Care, & Manufacturing/Trades

\* If you're interested in training or a scholarship, see your caseworker or call Michelle at (315) 591-9055 or email her at [michelle.smith@oswegocounty.com](mailto:michelle.smith@oswegocounty.com)

Friend us on Facebook: *Oswego County Workforce New York Youth (Ages 16—24)* Facebook: *Oswego County Youthworks*

Oswego County Workforce New York is an equal opportunity employer/program. Auxiliary aids are available upon request to individuals with disabilities.