

SERVICE & JOB SEARCH PARTNERSHIP AGREEMENT

Employment ACTION view our relationship with our Service Users as a partnership, in which we work together to help you achieve your goals. The following "Partnership Agreement" has been created to provide some details regarding what you can expect and how you can work with us at Employment ACTION to get the most out of the service.

I understand that Employment ACTION staff will work in partnership with me and will provide appropriate supports to assist me to meet my employment objectives. This includes:

- Employment ACTION staff will provide me with a full explanation of the Employment ACTION Program and the Ontario Disability Supports Program (ODSP) Employment Supports Service;
- Service provided in a non-judgmental manner and to be treated with dignity and respect;
- Identifying what aspects of the various job search techniques I require assistance with and following up with me to ensure that I can access the services I require;
- Providing support to ensure my job search documents (i.e. resumes, cover letters) are effective and up-to-date;
- Providing me with available resources and referrals to increase the effectiveness of my job search initiatives. This could include, but is not limited to, referrals for workshops such as resume/cover letter development, interview skills preparation, mock interview practice, job search coaching, career exploration, etc.;
- Relaying appropriate job leads developed by Employment ACTION staff to me should they become available;
- Contacting employers on my behalf, if appropriate (depending on your situation and the type of position you are searching for, it is not always advantageous to have us call on your behalf);
- Providing feedback from employers regarding interviews I attend when possible;
- Providing referrals to other sources of funding or services, if required;
- Ability to access other ACT programs and resources for support and information.

As a Job Seeker at Employment ACTION, I agree /understand that:

My participation in the Program means that I am responsible for achieving my employment goals and marketing myself to potential employers. I understand that being well prepared will result in the greater potential for my success.

- I will make every effort to prepare myself by working with staff to identify a clear and realistic job objective and by engaging in activities such as resume preparation, mock interviews, labour market research, etc. I will actively job search and keep a record of my job search efforts. Reviewing this log with staff regularly will allow Employment ACTION to analyze what is working and what we may be missing in terms of targeted companies/organizations;
- Booking an appointment is the best way to ensure that I can see specific staff members at Employment ACTION. I cannot always be accommodated if I drop in, as staff may be pre-booked for other commitments;
- Being on time allows me to get the most out of each appointment. Failure to be on time may mean that I have less time available or may mean that I must reschedule the appointment. I will provide at least 24 hours' notice if I am unable to attend an appointment so that the appointment can be offered to other Service Users. **Missing three appointments without notification may result in the suspension of my file for a period of up to three months;**
- Should a job interview be arranged for me by Employment ACTION staff, and I agree to attend all said interviews, I will arrive in good time and present myself in a professional manner to the potential employer. If I am unable to attend, I will communicate with Employment ACTION staff as soon as I know;
- Communication will be ongoing with Employment ACTION staff. I will be responsible for keeping in touch with staff to provide updates on my job search progress. I agree to respond to calls, voice mail messages and/or emails from Employment ACTION staff within 72 hours, and I can expect Employment ACTION to return my calls and messages within two business day;
- I agree to keep Employment ACTION up-to-date with regards to any changes to my personal information such as, but not limited to, Name, Address, Telephone, Email, and Health Status;
- Upon employment, I will provide Employment ACTION with employment details including the name of my employer, position title and hours of work per week and copies of my pay stubs by the 7th day of each month;
- Upon receipt of full, clear copies of pay stubs, Employment ACTION staff will prepare and send ODSP a monthly Income Report for Service Users that are on ODSP Income Supports. A copy of the report will be sent to me for my records, if applicable;

- Employment ACTION will keep copies of all my Income Reports on file for a period of three years or until my Employment Supports Agreement is completed or terminated by mutual consent.

ACCEPTANCE & AGREEMENT

I, _____
(Print Full Name)

acknowledge that I have read and understand my role and the role of Employment ACTION staff as we work together. I agree to the terms of this Partnership Agreement. I will abide to the terms laid out in this agreement with an understanding that, should I be unable to fulfill my agreement, my eligibility for Employment Services will be reviewed by Employment ACTION staff.

Service User Signature

Date (YYYY-MM-DD)

EA Staff Member Name (Print)

EA Staff Signature

Date (YYYY-MM-DD)