

Detailed Description of NOVAworks Service Delivery Model

Services Available Remotely and In-Person

Orientation: Initially, all potential customers attend the NOVAworks orientation which includes a video introduction to services available through the NOVAworks Job Centers. Registration is completed after the orientation with assistance from a registration specialist who collects appropriate documentation for enrolling customers into programs for which they are eligible, including WIOA adult and dislocated worker grants.

Career Advising: Following the orientation and completion of the registration process, customers meet with a career advisor at the “job search plan appointment” for a review of their job plan and an in-depth discussion of needs and goals. The advisor and customer work together to customize their job-search plan and begin the process of identifying recommended services to assist them toward re-employment and their personal career goals.

Following this initial career advising appointment, staff encourage ongoing contact and provide assistance through regular one-on-one appointments that are provided virtually, by phone, or in-person. Customers meet with the career advisor as often as they deem necessary through next-day appointments; same-day appointments are available as scheduling allows. This customized, intensive interaction allows customers to continue to refine their job plan as their situation and goals demand. Staff provide coaching and encouragement, as well as relevant information to help move the individual forward. This personalized attention and the direction provided during meetings is critical for a successful job search.

Job Search Workshops: NOVAworks currently provides 24 different workshops, each of which offers current job-search topics and techniques, including résumé writing, interviewing, networking, and use of relevant social media (LinkedIn). These workshops not only provide essential job-search information, but also serve to provide connection with other job seekers and inspire and motivate job seekers through the job search process. **Proposers may choose to add workshops, with approval by NOVAworks.**

Workshops are grouped by progressive stages of the job-search process: Focus, Résumés & Applications, Job Search & Networking, and Interviewing & Negotiating. While some workshops have recommended prerequisites, there is no established order or flow for attending the workshops; the order will be determined by the needs of each individual when they meet with a career advisor. Focus workshops, including “Career Exploration?” and “Who Am I?,” assist the job seeker in defining a clear path, which is essential to setting appropriate goals and achieving outcomes. Workshops in the second stage include “Parts of a Résumé,” “How to Customize a Résumé,” and “Developing Your LinkedIn Profile,” and assist in developing the individual’s personal marketing materials. Workshops in the Job Search stage include “Identifying Target Companies,” “Informational Meetings,” and “Using LinkedIn in Your Job Search.” These workshops provide information on the essential process of identifying job leads, networking, and applying for positions. The fourth stage consists of “Interview: Summary Statement,” and “Behavior-based Interviewing”; all serve to ensure that the job seeker is prepared for successful interviewing and following up with a potential employer.

NOVAworks also offers specialized workshops and classes on topics such as contracting, communication skills, working in a virtual environment and entrepreneurship.