



## **JF&CS Career Services Orientation Guidelines**

**Welcome to Jewish Family & Career Services!**

We are here to assist you in achieving your career related & job search goals. We will work with you to gain the tools you need for your job search, develop a search strategy, understand how to create an appropriate resume, and improve your interviewing skills. If available, we will help assist in referring you to appropriate open positions in the Metro Atlanta area.

If you have any other needs that are affecting your job search or career development, we will be happy to refer you to other appropriate resources.

Career Services is a collaborative effort between client and Careers Services Staff Member. Because career services are not an exact science, there are no guarantees of specific results.

Your Career Services Staff Member will communicate with you via telephone or e-mail. Please let your Career Services Staff Member know if there are restrictions on where you may be contacted and where messages may be left. You may contact your Career Services Staff Member by telephone or e-mail as well. All communications between you and your Career Services Staff Member are confidential. The exceptions to confidentiality involve threats of harm to self or others, suspected child abuse, or disclosure of information required by law. Records are kept in locked file cabinets in the office. In some cases, we may consult with supervisors or colleagues in which case we will not use identifying information.

Please feel free to ask any other questions about our practice and services.

### **Hours of Operation**

Our main Career Services office is open Monday through Friday from 9:00 AM – 5:00 PM.

## **Clients Rights and Responsibilities**

You have the right to:

- Confidentiality of your records and information
- Access your own records
- Privacy
- Be free from mental, physical, sexual or verbal abuse, financial or other exploitation, retaliation, humiliation and neglect
- Access pertinent information in enough time to facilitate your decision making
- Informed consent, expression of choice or refusal to participate in research projects. If you are consensually involved in a research project, the project administrators must adhere to research guidelines and ethics.
- Consent or refusal or expression of choice regarding your service delivery team and concurrent services
- Access legal entities for appropriate representation, self-help services and advocacy support services
- Investigation and resolution of alleged infringement of rights, and other legal rights as specified
- Receive high quality professional services
- Request type of career services in consultation with your Career Services Team Member
- Determine goals of service with your Career Services Team Member
- Discuss length of service with your Career Services Team Member
- Request a different Career Services Team Member, if available
- Terminate services
- Determine disclosure of confidential information if not life threatening or dangerous to others
- Discuss any concerns about services with your Career Services Team Member
- Ask about other agency or community resources that may be of help

## **Client Responsibilities**

We expect our clients to maintain agreed upon service schedule and keep scheduled appointments. We do require a 24-hour notice of cancellation.

We expect our clients to participate in the development and fulfillment of their career services action plan.

We expect our clients to respect the confidentiality of other clients they may meet or see while at our agency.

We expect our clients to post their resume on [www.careersinatl.com](http://www.careersinatl.com).

We expect the client to contact the appropriate Career Services Team Member and send the employer a follow up or Thank You note within 24 hours of all facilitated interviews/appointments.

We expect our clients to notify the Career Services Team Member of a job offer or acceptance of a position within 24 hours.

## **Grievance Policy**

If you are dissatisfied with decisions and/or services, the following steps are available to you:

- Discuss complaint with your Career Services Team Member
- If you are still dissatisfied, submit, in writing, your complaint to your Career Services Team Member
- A copy of your complaint will go to the Manager of Career Services and/or the Chief Impact Officer
- A meeting will then be scheduled with you, the Career Services Team Member, and a supervisor to arrive at a resolution
- If your concerns continue, your complaint will be submitted to the CEO and a meeting will be scheduled with you and the above staff

## **Notice of Privacy Practices**

- JF&CS is required by law to maintain your information confidentially
- Your confidential information may not be released for any other purpose than that which is identified in this notice
- Your confidential information may be released only with written authorization from you. You may revoke your authorization to release confidential information at any time
- You may be contacted by JF&CS staff to remind you of appointments or other services that may be of interest to you and/or your family
- JF&CS may contact you for the purpose of fund-raising to support the agency's operations
- You have the right to receive confidential communications about your services
- You have the right to review and photocopy any/all portions of your information with a written request

JF&CS can charge you a fee for the cost of copying, mailing or other supplies associated with your request. Upon request, you have the right to receive a more thorough Notice of Privacy Practices. This can be requested by calling 770.677.9300.

JF&CS is bound by our Notice of Privacy Practices. We reserve the right to make changes as necessary. If changes are made, you may receive an updated copy of the JF&CS Notice of Privacy Practices. This Privacy Notice is effective as of April 14, 2003.