

Texas Department of State Health Services

Preparing for the next level Resumes, Applications and Interviews

2012 Texas HIV/STD Conference

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Goal: Provide tips on preparing for a new job or promotion.

Objectives: Review key points for completing the job:

1. Resume
2. Application
3. Interview



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First Thing First

After you have decided on a job to apply for, pay close attention to the fine print in the job announcement!

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Job Title	City	Agency	Date
Publ Hlth & Prevent Spcl I	DEL RIO	Dept of State Health Services	10/17/2012
Chemist V	AUSTIN	Dept of State Health Services	10/17/2012
Direct Care Public Hlth Nurse	ATHENS	Dept of State Health Services	10/16/2012
Administrative Asst I	EL PASO	Dept of State Health Services	10/16/2012
Human Services Spec VII	SAN ANTONIO	Dept of State Health Services	10/12/2012
Maternal and Child Health Program Coordinator	AUSTIN	Dept of State Health Services	10/11/2012
Publ Hlth & Prevent Spcl I	UVALDE	Dept of State Health Services	10/11/2012
Environmental Protect Spcl III	SAN ANTONIO	Dept of State Health Services	10/10/2012
Nurse III	AUSTIN	Dept of State Health Services	10/10/2012
Publ Hlth & Prevent Spcl I	BEEVILLE	Dept of State Health Services	10/09/2012
Epidemiologist III	AUSTIN	Dept of State Health Services	10/09/2012
Program Specialist V	HARLINGEN	Dept of State Health Services	10/09/2012
Program Specialist V	HARLINGEN	Dept of State Health Services	10/09/2012
Public Health Nurse II	LUBBOCK	Dept of State Health Services	10/09/2012
Pop-Based Srvs Pub Health Nurs	STAMFORD	Dept of State Health Services	10/09/2012
Program Specialist IV	AUSTIN	Dept of State Health Services	10/09/2012
Publ Hlth & Prevent Spcl III	AUSTIN	Dept of State Health Services	10/09/2012
Program Specialist II	ARLINGTON	Dept of State Health Services	10/08/2012
Direct Care Public Hlth Nurse	KAUFMAN	Dept of State Health Services	10/03/2012
Human Services Spec VII	HARLINGEN	Dept of State Health Services	10/02/2012
Human Services Spec VII	HARLINGEN	Dept of State Health Services	10/02/2012
Program Specialist II	ARLINGTON	Dept of State Health Services	10/02/2012
Microbiologist I	AUSTIN	Dept of State Health Services	10/01/2012
Human Services Spec VII	LAREDO	Dept of State Health Services	10/01/2012
Human Services Spec VII	LAREDO	Dept of State Health Services	10/01/2012
Direct Care Public Hlth Nurse	KAUFMAN	Dept of State Health Services	09/11/2012
Publ Hlth & Prevent Spcl III	AUSTIN	Dept of State Health Services	09/10/2012
Program Specialist II	MIDLAND	Dept of State Health Services	08/24/2012
Human Services Spec VII	EL PASO	Dept of State Health Services	08/24/2012
Human Services Spec VII	AUSTIN	Dept of State Health Services	08/24/2012
Director III	AUSTIN	Dept of State Health Services	08/09/2012
Regional CTG Specialist	AUSTIN	Dept of State Health Services	07/27/2012

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➤ **Job Description:**

Program Specialist II Under the supervision of the Texas Health Steps (THSteps) Program Manager and Team Lead, represents the THSteps Program in identifying potential providers, consultation, technical assistance, training and problem resolution for providers, staff, other social service agencies and the general public.

❖ Is responsible for THSteps provider relations in cooperation with the state's Medicaid fiscal agent, Health and Human Service Commission (HHSC) and Managed Care Health Plans. Works with THSteps related programs in the development, implementation, recruitment, training, and retention strategies and activities. Provide training, education, and technical assistance, as needed for Department of State Health Services (DSHS) staff and other state agencies, etc.

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➤ **Essential Job Functions:**

Attends work on a regular and predictable schedule in accordance with agency leave policy and performs other duties as assigned. (45%) Provides answers to providers that have questions, concerns, or problems with program rule, policy, components, or procedures. Identifies and articulates provider issues, develops solution options, and implements strategies in cooperation with appropriate DSHS contract entities, regional staff, and provider groups for the purpose of outreach, recruitment, and retention of a provider base that is adequate to meet the health, etc.

➤ **Knowledge Skills Abilities:**

Knowledge of Medicaid/THSteps/EPSTD and their respective federal/state regulations eligibility requirements, available services, policies and procedures
Knowledge of provider requirements for the Medicaid and other health care programs
Knowledge of Medicaid Manage Care Organization policies and procedures
Knowledge of health care delivery systems and issues
Knowledge of Medicaid and other health care reimbursement methodologies
Skill in public speaking, effective verbal and written communication and educational presentations
Skill in provider and customer relations, etc.

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Resume

There are several basic types of resumes



➤ **Chronological Resume:**

A chronological resume starts by listing your work history, with the most recent position listed first. Your jobs are listed in reverse chronological order with your current, or most recent job, first. Employers typically prefer this type of resume because it's easy to see what jobs you have held and when you have worked at them. This type of resume works well for job seekers with a strong, solid work history.

➤ **Functional Resume:**

A functional resume focuses on your skills and experience, rather than on your chronological work history. It is used most often by people who are changing careers or who have gaps in their employment history.

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Resume

➤ **Combination Resume:**

A combination resume lists your skills and experience first. Your employment history is listed next. With this type of resume you can highlight the skills you have that are relevant to the job you are applying for, and also provide the chronological work history that employers prefer.

➤ **Targeted Resume:**

A targeted resume is a resume that is customized so that it specifically highlights the experience and skills you have that are relevant to the job you are applying for. It definitely takes more work to write a targeted resume than to just click to apply with your existing resume. However, it's well worth the effort, especially when applying for jobs that are a perfect match for your qualifications and experience.

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Resume

➤ **Mini Resume:**

A mini resume contains a brief summary of your career highlights qualifications. It can be used for networking purposes or shared upon request from a prospective employer or reference writer who may want an overview of your accomplishments, rather than a full length resume.

➤ **Nontraditional Resume:**

A nontraditional resume is a web-based version of your resume that may include photos, graphics, images, graphs and other visuals.

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Resume

Nontraditional Resumes

- Infographic Resumes
- LinkedIn Profile Resume
- Online Portfolios

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Resume

Key Tips

- Proofread
- Don't use acronyms
- Keep it clean and to the point
- No narratives
- Use the format that best highlights your strengths for the job

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Tips for Completing Job Applications



➤ **Review Your Employment History**

You'll need your resume or a list of your employment and education history to make sure that you're listing the correct dates of employment, job titles, and education. Your resume should match the job application.

➤ **Apply In-Person**

When you stop in to pick up or drop off a job application, be sure you are dressed appropriately. You may end up speaking to the manager and it's important to look professional, just in case you get an on the spot interview.

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Tips for Completing Job Applications



- **Complete all requested information**
- **Write clearly and neatly**, using black or blue ink.
- **Check for spelling and grammatical errors.**
- **List your most recent job first**
- **List your most recent education first.**
- **References don't necessarily have to be professional.**
- **Don't forget to sign your application!**

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Tips for Completing Online Job Applications

➤ **How Online Job Application Systems Work**

Some sites let you upload an existing resume with the click of a button. On other sites, you can copy and paste from your resume or use a resume builder that is incorporated into the application system.



Once you have uploaded your resume, you will be able to search for jobs that interest you and submit your application or resume with a click of your mouse.

➤ **What You Need to Apply Online**

Online application systems typically ask for your contact information, educational background and employment history. You will need to know when you worked and what you were paid at your previous jobs. You may also be asked what days and hours you are available to work.

➤ **Applying For Jobs On Company Websites**

If you are interested in working for a particular company, visit their website. Career information is usually listed in the "Careers" or the "About Us" section of the site. Follow the instructions for searching for and applying to jobs online.

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Preparing For Your Interview

Congratulations on making it this far!

Types of Interviews

One on one

Panel

Telephone



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Before the Interview

- Read the position announcement thoroughly
- Review the agency website
- Talk with colleagues and/or friends who may be in similar positions for what traits are preferable
- Practice – rehearse your responses to typical interview questions

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The Interview



- Arrive early – but not too early
- Take some time to relax and collect your thoughts immediately before the interview
- Turn off all electronic devices or anything else that can distract you during the interview
- Don't assume the interviewers have read your resume or know what your current job responsibilities are (especially if you know the individuals you're interviewing with)

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The Interview



- Think about your response to the question before you start to speak: Jot down the question and the points you want to make in your response – don't start talking just to fill the silence
- Answer concisely yet completely. Give appropriate examples to support your response
- Be yourself
- Address all panel members
- Do not ramble, remember, you only have so much time to present your key points

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After the Interview

- Follow-up: A thank you note or email will often set you apart from the other candidates
- Prepare your references for a possible call
- Talk to the interviewers (after an appropriate amount of time) about your interview performance



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Thank You!



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References

- <http://jobsearch.about.com/>
- Centers for Disease Control and Prevention (CDC), National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention (NCHHSTP), Lunch and Learn Series