

ACTIVITY 4.6.1



In this activity you are required to develop a procedure or a protocol for case-management for job brokers in your organisation. In particular, imagine you have been assigned with the task of creating a tool for taking case history interviews from your clients. This is an important task, because in your organisation 4 job brokers are employed, thus it is crucial to ensure that all 4 follow the same procedure in filing and recording cases. An example of a case history is provided below:

The case you will have to handle has the following characteristics:

John is a married man from Cyprus. He has two kids, 11 and 8 years old, a boy and a girl respectively. John has recently been fired from his previous job where he worked for the last three years. This job was in a walking distance from his home, so he used to walk there every morning. 12 months have passed since and he is still unemployed.

In his previous job he used to be a sales person for furniture. No training was provided to him whatsoever by his previous employer, on sales techniques, customer support or anything else. Nevertheless he likes this job because he likes human interaction and he likes the product (furniture), because his hobby is woodworking and he has set up a small woodworking workshop in his back yard. During the last six months he did not put any effort in finding a job, nor is he motivated or active in this direction. He believes that he's too old, too incompetent etc.



TASK 1

In the table below write **all** the information provided in the paragraph about John. In the 1st column (type of information) you should write general descriptions, such as “Gender”, “Previous experience”, etc. In the 2nd you should provide information about John, relevant to each type of information. Take care to provide short, coded but recognizable descriptions (e.g. 2 kids, married, etc.)

Type of information	John's situation

TASK 2

- Identify the relevant and irrelevant information for a job broker (mark with ✓). In other words, which of the information recorded on the previous matrix is useful for a job broker

Information	Relevant	Irrelevant





- **Justify your answer.**

TASK 3

Identify missing information. What else would you want to know about John?

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

TASK 4

Categorise in the matrix below, the relevant information you identified in TASK 2 into different categories (e.g. skills, interests, stances, attitudes, needs, etc.)

CATEGORY	INFORMATION
	1.
	2.
	1.
	2.
	1.
	2.





	1.
	2.
	1.
	2.
	1.
	2.
	1.
	2.

TASK 5

Can you prepare a questionnaire for acquiring a case history, based on the important information you identified and those that are missing? Write the questions in the first column and the type of possible answers in the second (e.g. open question, multiple choice, scale from 1 to 5, etc.)

CASE HISTORY QUESTIONNAIRE

QUESTION	QUESTION TYPE





TASK 1

Information (Type of information in parenthesis):

- *male (Gender)*
- *married (family status)*
- *Cypriot (nationality-cultural background)*
- *two kids (family status)*
- *11 and 8 years old (family status)*
- *a boy and a girl (family status)*
- *fired (occupational status)*
- *employed for the last 3 years (experience)*
- *walking distance from his home (it could be needs, in case he can't drive)*
- *unemployed for 12 months (occupational status)*
- *sales person for furniture (experience)*
- *No on-the-job training (qualifications)*
- *he likes human interaction (stances and attitudes)*
- *he likes furniture (hobbies, interests)*
- *his hobby is woodworking (hobbies, interests)*
- *he has set up a small woodworking workshop in his back yard (pastime activities)*
- *During the last six months he did not put any effort in finding a job (stances and attitudes)*
- *He is not motivated or active in finding a job (stances and attitudes)*
- *Etc.*

Compare your answers with those provided. How many are similar? Bare in mind that there is no wrong answer. This feedback is provided in order to facilitate reflection on your own answers.

TASK 3

Examples of missing information:

- Qualifications (formal, non-formal, informal)
- Previous experience (before the last job)
- Age
- Ability to drive
- Special needs





- Other interests
- Needs (financial, personal, etc.)
- Etc.

TASK 4

Example:

CATEGORY	INFORMATION
FAMILY	1. Married
	2. 2 kids

