

### Tailor your resume

Your resume is a marketing tool. It is **essential** that you **tailor your resume for every job application** to increase the fit between you, the job and the employer.

Thoroughly research the organisation and the position to determine what the employer is looking for.

A role in the public sector may have a different focus from a private company. Your resume layout/style may vary according to the sector you are applying to.

Emphasise your strengths, achievements, skills and abilities as they relate to each particular job you are applying for.

Reflect on your past study and work experiences, extracting points that could help to sell yourself to an employer.

### Headings

There are no set headings for a resume, although the following headings are commonly included. Decide what headings best match you to the prospective employer's expectations.

Under each heading list experiences in reverse chronological order, most recent first.

### PERSONAL DETAILS

- Name, city, phone and email.
- LinkedIn Profile – ensure your profile is up to date. Consider personalising your URL (search *Customise your URL* on LinkedIn)
- Photo, date of birth, marital/parental status and health are **not required** on your resume.

### PROFESSIONAL SUMMARY or CAREER STATEMENT (Optional, 2-3 lines)

This is a summary of your skills, strengths, achievements and key experiences relevant to the role. It should also convey your motivation for applying for the role/career aspirations, and what you have to offer the person reading it.

### EDUCATION

Tertiary, high school (only list high school if you are a recent school leaver and have relevant achievements to list) and other relevant training qualifications. Begin with your **Bachelor of Social Work**.

### MEMBERSHIPS

Include memberships of professional or industry bodies.

### COURSE PLACEMENTS / PRACTICUMS

Make the most of the opportunities available to gain experience during your study. These experiences will help you to produce a quality application. Consider how you can describe your responsibilities, achievements, range of ages, range of situations (government department, NGO). Try to highlight different achievements or skills at each placement. What skills did you learn? How did you contribute? Did you receive positive feedback?

### EMPLOYMENT HISTORY

Begin with most recent. Use bullet points to list your responsibilities and achievements for each role - tailor these to the position. Do not leave gaps in your resume. If you have had a career break for example, list this for transparency.

### REFEREES

Placement Supervisor / Manager / Academic. Avoid personal referees. (Usually 2 to 3 required)

### Optional Headings

Professional Development	Key Skills
Extra-Curricular Activities	Publications
Special Awards	Volunteer Work
Community Involvement	Research Projects

### Language

Use professional vocabulary, e.g. 'negotiated', rather than 'worked out'. Use verbs to describe your skills and employment achievements. See the [Action Verb Information Sheet](#) for more examples.

### Top Tips

- Thoroughly research the organisation's application procedure to determine what is required.
- Tailor your resume to the job description/organisation.
- Emphasise achievements to demonstrate your capacity.
- Be clear, concise and truthful.
- Check page requirements if identified by the employer.
- Use a simple, professional layout with consistent formatting.
- Use bullet points to list your placement and employment history and associated responsibilities and achievements.
- Check and check again for spelling and grammatical errors.
- Check if **Applicant Tracking System (ATS)** software is being used to short list resumes and, if so, modify layout. Online screening software may not read photos, clipart, tables, fancy fonts, borders.

See our information sheet on Applicant Tracking Software – [Can a robot read your resume?](#) to ensure your resume will get through any online screening tools.

# Serena Williamson

Cairns, QLD 4878

Phone: 0412 345 678

Email: [Serena.Williamson@my.jcu.edu.au](mailto:Serena.Williamson@my.jcu.edu.au)

LinkedIn: [www.linkedin.com/in/serena-williamson](http://www.linkedin.com/in/serena-williamson)

*Tip – ensure your email address reflects a professional image. Personalise your LinkedIn URL.*

## PROFESSIONAL SUMMARY or CAREER STATEMENT

*This is optional.*

## EDUCATION

2020 - present

### Bachelor of Social Work

James Cook University, Cairns, QLD

Expected Date of Completion: November 2023

Full academic transcript available upon request

### Achievements

- Grade Point Average: 5.7 (Scale 1-7, 7 being the highest)
- Developed resources kit for homeless teenagers
- Awarded Grant to undertake placement in Thailand

*Tip - Include other degrees or qualifications completed prior to Bachelor of Social Work in this section. List most recent first.*

*Tip – If you decide to add a Professional Summary or Career Statement, keep it brief. Indicate what personal or professional attributes you can bring to the position and ensure it matches the role you are applying for.*

*Tip - Only include relevant information. Think about highlights from your course, subjects, assignments, projects and prizes that make you stand out. Keep it targeted.*

2019

### Year 12 Senior Certificate

Cairns High School, QLD

### Achievements

- Social Justice Captain
- Active member of the Student Representative Council
- Organised 40 hour famine fundraiser for years 10-12 and raised \$3500

*Tip – Only include if recent school leaver, and have relevant achievements to list – e.g. major school awards, prizes, leadership position, extra-curricular activities.*

## TRAINING AND PROFESSIONAL DEVELOPMENT

2023

Mental Health First Aid for the Suicidal Person, James Cook University

2023

Worker orientation module 'Quality, Safety and You', NDIS Quality & Safeguards Commission

2023

Clinical Placement Student Orientation, Qld Health iLearn Modules

2022

Mental Health First Aid Course, James Cook University

2022

Lifeline Telephone Crisis Support Course, Uniting Care

## COURSE PLACEMENTS / PRACTICUMS

2023

**Cairns Hospital, Queensland Health, July - October (500 hours)**

- Counselling patients prior to release from hospital.
- Consulted with relevant health professionals to ensure provision of services continued for patients on release from hospital.
- Participated in training to identify correct referral protocols.

2023

**Anglicare North Queensland, February – May (500 hours),**

- Successfully developed and delivered new resources to help clients with seeking assistance with a variety of issues, for example domestic violence.
- Managed client load of 3-4 clients per day including emergencies.
- Initiated a new resource information sharing program for staff of Anglicare.
- Participated in peer supervision.

*Tip – Consider the employer you are applying to and which placements are most relevant to them – you may need to list more points under the more relevant placements than others.*

## COMMUNITY SERVICE

- 2023 **Pyjama Angel, Cairns Region**
- Weekly reading with foster children.
- 2022 - 2023 **Volunteer Telephone Crisis Supporter, Lifeline**
- Provided telephone support on the Lifeline Crisis Support line – 2 shifts per fortnight.
  - Participated in ongoing training and peer supervision.
- 2021 – 2022 **Student Mentor, James Cook University (Volunteer role)**
- Supported first year Social Work students settle in and succeed in their transition into university.
  - Trained in communication, mentoring and advocacy.
  - Member of award winning team – Vice Chancellor’s Award (2022).

## EMPLOYMENT HISTORY

- 2021 – 2022 **Support Worker**  
Wellways, Cairns, QLD
- Provided personal care, domestic and daily living support for X number clients.
  - Provided transport, assisted with meal preparation and shopping assistance.
  - Promoted independent living, community participation and social inclusion.
  - Communicated effectively with government departments, other agencies, members of the community and Australian Aboriginal and Torres Strait Islander peoples to effectively meet the needs of clients.
- 2020 – 2021 **Team Leader**  
The Coffee Club, Smithfield, QLD
- Coordinated and supervised a team of seven part-time, junior staff.
  - Trained junior staff and assisted in recruitment.
  - Responded and sensitively handled complaints and feedback from customers.
  - Ensured high levels of customer service.

## MEMBERSHIPS

- 2021 – present Student Member of Australian Association of Social Workers
- 2021 – present Founding Member of JCU Social, Social Work Association

## CERTIFICATIONS/LICENCES

- QLD Open Drivers Licence
- QLD Working with Children Check (Blue Card)
- QLD Positive Notice (Yellow Card)
- Provide First Aid and CPR, Red Cross

## REFEREES

**Dr Anne Smith**  
Senior Lecturer – Social Work  
James Cook University  
Phone: XXXX  
Email: XXXX

**Mr Neil Wordsworth**  
Social Worker – Placement Facilitator  
Queensland Health, Cairns  
Phone: XXXX  
Email: XXXX

**Tip** – Keep your referees informed, they need to know what you are applying for so that they are prepared when an employer contacts them to find out more about you.

*NOTE: This information is intended to be used as a guide and to provide general information only. It is solely your responsibility to evaluate and check the accuracy of the information provided.*

**Need more help? Go to [www.jcu.edu.au/careers](http://www.jcu.edu.au/careers) for more resources**

- **[Information Sheets](#)**: Action Verb List, Can a robot read your Resume?
- **[Employability Edge](#)**: Master Written Applications module
- **[Big Interview](#)**: Combine training and practice to improve your interview techniques
- Make an **[appointment](#)** with the Careers and Employability Team to review your job application.

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