

GRADUATE RESUMES

Social Work

Your ability to gain an interview for a graduate position hinges upon the quality of your written application. This is your opportunity to demonstrate to a potential employer that you possess the necessary knowledge, skills and abilities for the position.

It is **essential** that you tailor your resume to the position, to increase the fit between you and the job.

Market Yourself

Your resume is a marketing tool. Determine what the employer is most interested in and what your best selling points are. Reflect on your past study and work experiences, extracting points that could help to sell yourself to an employer.

You must tailor your resume for **every** job application. Emphasise your strengths as they relate to each particular job and match your skills and abilities to the job you are applying for. Thoroughly research the organisation and the position to determine what the employer is looking for.

Headings

There are no set headings for a resume, however the following headings are commonly included. Decide what headings best promote you to a prospective employer. The order is dependent on your background, relevant experience and requirements of the job. List all dates and experiences in reverse chronological order.

PERSONAL DETAILS

- Name, address, phone and email.
- LinkedIn Profile – ensure your profile is up to date. Consider personalising your URL (see our LinkedIn information sheet)
- Nationality is optional.
- Photo, date of birth, marital/parental status and health are **not required**.

CAREER OBJECTIVE/PROFESSIONAL SUMMARY (Optional, 2-3 lines)

This should only be added to your resume if it has been written to suit the position/organisation you are applying to.

EDUCATION

Tertiary and High school (only list high school if you are a recent school leaver and have relevant achievements to list).

MEMBERSHIPS/AFFILIATIONS

Include memberships of professional or industry bodies.

PRACTICUMS/FIELDWORK

Use this opportunity to describe your responsibilities, achievements, range of ages, range of situations (remote, city etc.) special projects undertaken. Try to highlight different achievements or skills gained at each placement. What skills did you learn? What projects did you contribute to?

EMPLOYMENT HISTORY

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 travelled or cared for a family member for 6 months list this for transparency.

REFEREES

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

Optional Headings

Professional Development	Key Skills
Extra-Curricular Activities	Publications
Special Awards	Volunteering

Language

Use professional vocabulary, e.g. 'negotiated', rather than 'worked out'. Verbs/action points can highlight your skills. See the '[Action Verb](#)' Information Sheet for more examples.

Top Tips

- Thoroughly research the organisation's application procedure to determine what is required.
- Tailor it to the job description/organisation.
- Be clear, concise and truthful – no long paragraphs.
- Check page requirements.
- Use a simple layout with consistent font/bullets.
- Use bullet points to list your employment history responsibilities/achievements.
- Check and check again for spelling or grammatical errors.
- Avoid jargon.
- Online screening software can't read photos, clipart, tables, fancy fonts, borders.
- Ensure the headings suit your own skills and experience. Each person's resume will be different.

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.

CAREER OBJECTIVE/PROFESSIONAL SUMMARY

This is optional.

Tip – If you decide to add a **Career Objective**:

- Keep it short, keep it targeted.
- What value can you bring to the employer?
- Make sure it matches the role you are applying for.

EDUCATION

2017 – present

Bachelor of Social Work

James Cook University, Cairns, QLD

Expected completion date: November 2019

Relevant Achievements

- GPA: 5.7 (scale 1-7, 7 being highest)
- Obtained Distinction grades for (**add relevant subjects**)
- Developed resources kit for homeless teenagers
- Participated in Australian Association of Social Workers Annual Conference
- Regular attendee at local CPD events

Tip - Only include your secondary education if it was recent and you have relevant achievements to list. Think about highlights from your course, subjects, assignments, projects which make you stand out.

2016

Year 12 Senior Certificate

Smithfield State 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 \$3,500.

PROFESSIONAL DEVELOPMENT

2019	Mental Health First Aid for the Suicidal Person, James Cook University
2018	Mental Health First Aid Course, James Cook University
2018	Provide First Aid and CPR, Red Cross
2018	Clinical Placement Student Orientation, Qld Health iLearn Modules
2017	Lifeline Telephone Crisis Support Course, Uniting Care

RELEVANT SKILLS

Communication	Highly developed communication skills gained through training and ongoing work with Lifeline Telephone Support work and weekly reading with the Pyjama Angels.
Teamwork	Strong ability to work as part of a team evidenced through academic achievements and team leader role at The Coffee Club

Tip – Don't just list your skills – you need to relate them to your experience, knowledge or abilities.

PROFESSIONAL INVOLVEMENT

2017 – present	Student Member of Australian Association of Social Workers
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Tip – Add your name and page number in the footer.

PRACTICUM/FIELDWORK EXPERIENCE

Tip - How did you contribute to the organisation? How did you improve your skills? How did you manage different situations? Did you receive positive feedback?

2019

Anglicare North Queensland, Feb - May (500 hours)

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.

- Successfully developed and delivered new resources to assist clients with seeking assistance with a variety of issues, for example domestic violence and suicide.
- 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.

Supervisor's Comment (**OPTIONAL**)

.....Supervisor

2018

Cairns Hospital, Queensland Health, July – October (500 hours)

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

Supervisor's Comment (**OPTIONAL**)

.....Supervisor

*Tip – Listing Supervisors comments is **optional**. Some employers will require a copy of your placement reports, if not, consider a brief supervisor comment from your placements report.*

COMMUNITY SERVICE

2018

Pyjama Angel, Cairns Region

- Weekly reading with foster children.

Tip – Allow more space for recent, relevant information and provide less detail as your information becomes less recent/relevant.

2017 – present

Volunteer Telephone Crisis Supporter

- Provided telephone support on the Lifeline Crisis Support line - 2 shifts per fortnight.
- Undertook ongoing training and peer supervision.

2017 – 2018

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 Chancellors Award.

EMPLOYMENT HISTORY

Jan 2016 – Dec 2017

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 and hygiene throughout the restaurant.

Jan 2014 – Dec 2015 Retail Assistant
Supercheap Pharmacy, Smithfield

- Provided exceptional customer service and product advice.
- Increased sales profits by suggesting upgrades, insurance and add-ons.
- Participated in product training to ensure correct recommendations.
- Awarded Employee of the Month for best Team Player.

Tip – Don't underestimate the value of "**non degree-related employment**".
You will have gained valuable skills – the key is to explain how these skills can be transferred to the role you are applying for.

LICENCES AND CERTIFICATES

Blue Card (Expires 2021)
Current Open Drivers Licence

REFEREES

Ms Sally Brown
Placement Supervisor
Anglicare North Queensland
Phone: 07 4444 4411
Email: sally.brown@anglicare.org.au

Ms Jane Taylor
Owner/Operator
The Coffee Club Smithfield
Phone 07 4411 2232
Email jane.taylor@coffeclub.com.au

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.

Need more help? Go to www.jcu.edu.au/careers for more resources:

- **Information Sheets:** Action Verb List, Can a robot read your Resume?
- **JCU Career Development Program:** Graduate Careers module
- **Big Interview:** combine training and practice to improve your interview techniques
- **Develop an Enterprising Mindset** and gain the key skills and attributes employers are seeking
- During semester, visit our **Career Peer Leaders** at the **Drop-in Session** for feedback on your draft resume – times and days are on our website, no appointment required
- Make an appointment with the **Careers and Employment Team** to discuss your job search strategies