

## Resource: Using AI in employment support services

This document is intended as a conversation starter, rather than being a comprehensive step-by-step guide - encouraging reflection on how AI can assist with specific tasks and be meaningfully integrated into IPS and other employment support services.

### What are some tasks that AI can help with?

#### CV and cover letter development:

- **Generate a cover letter.** Upload a job description and your CV and ask AI to draft a tailored cover letter aligning your relevant experience or transferable skills with key aspects of the job.
- **Create a CV from scratch.** Describe the types of roles you've done and the years you worked in them, and AI can generate a starting CV. You can ask for a more detailed breakdown of responsibilities, sometimes including things you may have forgotten.
- **Improve alignment between documents.** Upload your CV, cover letter and the job description, and ask AI to analyse how well they align. It can suggest additions or changes to help documents stand out more.

#### Job searching:

- **Ask AI to collate vacancies from multiple sites.** You can set up a schedule for AI to send you specific vacancies that match your criteria.
- **Compare your CV with a job advert.** Upload both and ask AI whether your skills align, or what development areas you might need to work on. This can also help tailor your interview answers or cover letter.
- **Match your CV to suitable roles.** Upload your CV and ask AI to suggest job types that fit your skill set, and provide links to current vacancies.
- **Find hard-to-locate contact details.** If you're struggling to find employer contacts, AI can quickly scan websites to identify managers and the best ways to reach them.
- **Craft your opening pitch.** Employment consultants can use AI to help develop a professional introduction, eg "What do I say when approaching employers to build a long-term relationship without immediately asking about vacancies?"

#### Interviews:

- **Prepare for interviews.** Ask AI to generate common interview questions for a role. If you want AI to be more specific, upload a job description and request tailored questions to help you practice.
- **Craft strong interview answers.** Upload your CV along with a set of interview questions and ask AI to suggest example responses. You can tailor this further by asking for questions based on factors like age or career stage that may not be reflected in your CV.
- **Practice interviews interactively.** Some AI tools have chatbot features that allow you to simulate an interview. For example, you can say, "Alexa, let's pretend we're in a job interview for a retail position. Please ask me some questions."

# Useful tips for integrating AI into your workplace

## Additional supports / government agencies / social services:

- Ask AI to compile a list of services or financial supports offered by other agencies for individuals to explore or enquire about. While it cannot determine eligibility, it can efficiently collate available options, saving time and reducing the need for prolonged searching.

## Communication:

- AI tools can assist with composing emails or text messages. Some are specifically designed to support individuals with conditions such as autism, helping them articulate their thoughts and emotions more clearly. These tools can also provide feedback on tone - flagging a message if it comes across as too direct or harsh - and suggest ways to soften it.
- Formatting written communication is one of the most common uses of AI. Whether it's for text messages, emails or other documents, AI can add punctuation, break up sentences, correct spelling and improve structure. It can also rephrase content for better readability and suggest more impactful wording, translate between languages, and support non-native speakers in writing more fluently.

## Disclosure:

- Although discussions about the pros and cons of disclosure - and what personal information individuals choose to share - should always occur in a safe environment and reflect each person's unique situation, AI can offer suggestions for how to word such disclosures. For example, a job seeker can ask AI: "I don't think my mental health will impact my work, but I still want to tell my employer about my situation in case I do need time off. How can I word that?"
- Another example is: "How do I tell my employer about convictions I had in my youth that might show up in a police check, and reassure them that I've made positive changes in my life?"

## Employment planning:

- Upload a non-identifiable, comprehensive vocational assessment to an AI programme, and then ask it to generate a robust employment plan with SMART goals based on the information provided. While the output may require editing and critical thinking, it offers a strong foundation to build from and can significantly enhance employment consultant productivity.

## Employment trends:

- Ask AI to review a wide range of information related to the economy and employment trends, and to identify areas of growth or decline. This insight can support employment consultants in targeting industries for employer engagement, and in advising job seekers who ask, "Where am I most likely to find employment?"

## Independence:

- AI is accessible and, in many cases, free to the public (depending on available resources). It's important to educate job seekers on both the benefits and potential risks, while encouraging them to use AI in ways that feel safe and comfortable. For example, if you are using AI to help create a CV, why not involve the person being supported? Show job seekers how to use AI themselves and what prompts to try. This knowledge isn't a secret, and increasing someone's independence can also help reduce the workload for employment specialists.
- Familiarity with AI is also becoming a skill set that employers are expecting applicants to have.

## Organisational data trends:

- Use AI to analyse results and data to highlight emerging trends and compare them to previous year-end figures. Depending on the quality and depth of the data provided, it may help identify underlying causes or common patterns. This insight can support the development of targeted initiatives and help identify organisational or service challenges.

## Personal branding:

- Talk to job seekers about using AI to review their LinkedIn profile (or similar) to see if there are any recommendations to enhance their visibility or impact. They can also ask it to ensure consistency across their various online profiles.
- AI can be a useful tool for exploring publicly available information about yourself or someone you're supporting. This process isn't about "snooping" - it's about helping individuals understand what information is visible online, ensuring its accuracy, and making informed choices about privacy.
- Be aware that employers may search applicants' names online or use AI to gather background information. It's not uncommon for people to assume their social media profiles are private when they're not. By proactively reviewing what's publicly accessible, people can ensure that employers see the profiles they want them to see - and take steps to hide or adjust those they don't.

## Referrals:

- Consider using AI to analyse referrals or assessments to identify when employment or work-related goals have been noted, and suggest referrals to employment programmes. In some cases, it may be capable of generating referrals automatically. However, this raises important considerations around consent and privacy that would need to be addressed.