

Q: How do I know if I submitted my application successfully?

A: You will be redirected to a “thank you” webpage and receive a confirmation thank you email. If you were redirected to the thank you webpage but did not receive the email, please check your junk mail and spam filters before contacting us to verify whether we received the application.

Q: Why wasn't I directed to the “Thank You Webpage” when I clicked the submit button?

A: If you were not directed to the “thank your webpage” then your application was NOT submitted. Common reasons for this include:

- Using an internet service that lost internet connection or timed out
- If you clicked the submit button and were directed to a page that lists any errors or missed field, you must scroll down. Using the back arrow button causes Taleo to loose your web session.”
- If you navigated away from the webpage to look up something and then used the back button to go back to our application. Using the back arrow button causes Taleo to loose your web session.” Use “tabbed browsing” or open another session of your internet browser to view other WebPages.
- If you took more than the 60 minutes allotted to fill out the application. To avoid having the system time out, we strongly encourage you to write your cover letter and descriptions for each position before you begin your application so you can paste the information into the specified field. Remember to refresh the application before you begin entering information so that you “restart” the 60 minute timer.

Q: How do I check that status of my application?

A: LifeWorks NW posts all open positions online and will keep the positions posted until they are filled. When we fill a position we will notify all applicants via email. Due to the volume of applicants, please do **NOT** call to check the status of your application.

Q: I submitted my application. What's the next step?

A: It is LifeWorks NW policy to keep all positions posted for a minimum of one week until the position is filled. A position could be open anywhere from 1 week to several months. Managers receive the resumes from ALL qualified applicants and select the candidates that best match the desired qualifications to interview. The hiring manager checks the references of the most qualified candidate and creates an employment offer. Once the offer is made, Human Resources will remove the position from our website.

Due to the volume of applicants checking the status of applications, we will be unable to direct these calls to the hiring managers.

Q: What should I include in my cover letter?

A: Your cover letter will be included with your on-line profile. Due to the constraints of the online application system we highly recommend that if you target your cover letter towards your work with LifeWorks NW generally and not a specific position. The timing of multiple applications/cover letters can over-ride prior submissions which makes targeting a specific position difficult.

Q: Will managers be able to see my resume?

A: Our applicant tracking system accepts resumes and attachments in the following formats: RTF, PDF, TXT, DOC, DOCX, HTML. Our system rejects all other formats.

Please, do **NOT** download any resume templates online. Due to LifeWorks NW's computer security/firewalls we are not able to view any formats other than those listed above.

Q: How can I make my application “stand out”?

- Apply only for positions that “fit” in your desired career path
- Highlight examples of work that are specific to the position in your resume
- All new jobs are posted by Fridays. Apply on Friday by 3 p.m. and your resume will get sent to the hiring manager that day (vs. Monday with all weekend applicants)

Q: What is a Certificate of Drug and Alcohol Counseling (CADC)?

A: The CADC is a certification awarded by the State of Oregon. The CADC requires specific addiction treatment classes, supervised experience hours, and the successful completion of a written examination. For more information visit: <http://www.accbo.com/certifications.php>. Interested applicants can fulfill the ACCBO education requirements through a community college or through Daystar, an online, nonprofit addictions treatment education provider. You can visit Daystar at: www.daystared.com/html/continuinged.htm

Q: What is a Qualified Mental Health Associate (QMHA)?

A: The State of Oregon closely regulates which individuals are qualified to administer Mental Health services and provide treatment to clients with Medicaid. According to the State of Oregon, only QMHAs may perform certain positions. QMHA is not a certification, it is a definition created by the Oregon Administrative Rules (OARs 309-016-0005-58). A QMHA is defined as a person who delivers services under the direct supervision of a Qualified Mental Health Professional and meets the following minimum qualifications:

- A bachelor's degree in a behavioral sciences field; OR

- A combination of at least three year's relevant work, education, training or experience;

The person must also have experience which demonstrates all of the following competencies:

- Communicate effectively;
- Understand mental health assessment, treatment and service terminology and to apply the concepts; and
- Provide psychosocial skills development and to implement interventions prescribed on a Treatment Plan within the scope of his or her practice

Q: What is a Qualified Mental Health Professional (QMHP)?

A: The State of Oregon closely regulates which individuals are qualified to administer Mental Health services and provide treatment to clients with Medicaid. According to the State of Oregon, only QMHPs may perform certain positions. QMHP is not a certification, it is a definition created by the Oregon Administrative Rules (OARs 309-016-0005-59). A QMHP is defined as a Licensed Medical Practitioner (LMP) or any other person meeting one of the following minimum education requirements:

- Graduate degree in psychology;
- Bachelor's degree in nursing and licensed by the State of Oregon;
- Graduate degree in social work;
- Graduate degree in a behavioral science field;
- Graduate degree in recreational, art, or music therapy; OR
- Bachelor's degree in occupational therapy and licensed by the State of Oregon

The person must also have experience which demonstrates all of the following competencies:

- To identify precipitating events
- To gather histories of mental and physical disabilities, alcohol and drug use, past mental health services and criminal justice contacts;
- To assess family, social and work relationships
- To conduct a mental status examination
- To document a multi-axial DSM diagnosis
- To write and supervise a Treatment Plan
- To conduct a Comprehensive Mental Health Assessment

To provide individual, family, and/or group therapy within the scope of his or her practice