



MASSHIRE METRO NORTH CAREER CENTER

Career Counselling Engagement Agreement Letter



Date: _____

Dear First Name: _____

Thank you for your interest in receiving individualized career planning services through an assigned Career Counselor from MassHire Metro North Career Centers. You are receiving this agreement because you have told your Career Counselor that you are interested in these services and submitted the documentation demonstrating your eligibility for them.

We are committed to assisting you as you work to master job search skills that will help you obtain meaningful employment or move along a career pathway. This letter outlines what you can expect from us and what we expect from you. Please read it carefully and make sure you understand our collective responsibilities.

What you can expect from us:

- Assessment of your skills, abilities and interests that lead to the creation of an Individualized Employment Plan.
- Provision of individualized career planning and job search guidance services with at least one contact every 30 days in person, via Zoom or by phone. Services may include one or more of the following: career exploration, resume preparation, creation of a LinkedIn profile, interview coaching and salary negotiation support as well as other related areas specific to your job search.
- Counselor will respond to you within 3 business days of you reaching out.
- Additional services may be provided via email, Zoom or phone.
- Assistance with use of JobQuest, setting up match criteria, running job matches, discussing suitability for potential job orders and referrals to open job orders.
- When appropriate, your Counselor will recommend participation in MassHire Career Center webinars and other events/services.
- Services will be provided to you in a timely and professional fashion, within the agreed-upon timeframe.
- Referrals to partner agencies as appropriate.
- 12 to 24 months of follow-up services after employment to assist you in retention/promotion opportunities.



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What we expect of you:

- Active participation in the program by engaging in direct contact with your Career Counselor at least once every 30 days in person, via Zoom or by phone. Often the number of contacts is higher depending on your Individualized Employment Plan.
- Responsiveness to outreach from your Counselor within 3 business days.
- Provision of any updates in your address, phone number and email address so that we have complete and accurate contact information.
- Communication from you should your job search status change for any reason including change in personal and/or family circumstances. You will not be penalized.
- Sharing information once you have accepted a job offer. This includes the name and of your employer, job title, start date, pay rate and availability of benefits.
Note: This information is required regardless of how you found the original job lead. This information is what allows our Career Center to be funded to help future job seekers.

Period of Engagement

This engagement will be effective upon signature by both parties and continue for up to 24 months.

We agree to all the terms and conditions as noted herein.

_____ (Authorized signature of customer to sign)

_____ (Printed name of authorized signature of customer)

_____ (Insert date of signing)

_____ (Authorized signature of Career Center Counselor to sign)

_____ (Printed name of authorized signature of Career Center Counselor).

_____ (Insert date of signing).