



Frequently Asked Questions

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Creating a Candidate Profile

Q: Why, as a new user, should I create an Online Candidate Profile?

A: You can search CHW opportunities at any time with or without a profile, but completing your candidate profile allows you to:

- Apply to CHW job openings online
- Log in using your unique User Name & Password to access the status of all your job search activities
- Update your resume, profile and search criteria
- Create a automated search agents that will notify you via email when positions in your area become available

Note: Once you complete this step, you will receive an email acknowledging the receipt of your profile.

Q: Is the information on my candidate profile confidential?

A: Yes, please click here to view CHW's [Privacy Policy](#).

Q: How do I create an online Candidate Profile?

A: You can create a Candidate Profile one of two ways:

- To create a profile prior to conducting a job search simply click on the following link: [Create Profile](#)
- You can also create a profile after you've found a position that you want to apply to by clicking on the "**Apply to This Job**" link located on the individual job posting of the position for which you are interested.

Q: Can I create a Candidate Profile without applying to an open position at CHW?

A: We recommend that you apply for a specific position(s) to ensure CHW can more quickly evaluate your skills against open position(s).

Q: Do I need to have a resume in order to create a Candidate Profile?

A: While creating your profile, you can choose the “**Create Resume**” feature, which will allow you to create a resume if you don’t already have one. Complete each page and then click “**Save and Continue**”. When you are finished creating your resume, make sure you click on the “**Finish**” link and complete the remaining fields of information that make up the rest of your Candidate Profile.

Q: Do I need an e-mail address to create a Candidate Profile?

A: It is recommended that you include an email address as part of your profile so that CHW will be able to communicate with you via email.

Note: If you don’t already have an email address, you can create one for free with Yahoo by clicking on [Yahoo! Email](#) or with Hotmail by clicking on [Hotmail Email](#).

Q: Why do I need to create a Login and Password in order to save my Candidate Profile?

A: A unique login and password provides a secure way for you to access your profile when updating your information, checking on the status of a position you applied to, or applying to additional positions with CHW.

Note: It is extremely important that your login be different from your password. Here are some tips to help you:

- A **login** is usually easiest to remember when using your email address (e.g. sch@hotmail.com) or if you are a CHW employee, you may want to use your Employee I.D.
- A **password** is usually a combination of letters and numbers and will be something that you can easily remember, but that is only known to you.

Note: don’t forget to make a note of your login/password for future reference!

Q: What is a Security Question and Answer? Why do I need to create each one in order to save my profile?

A: If you are returning to the CHW career website to access your profile, but you can’t remember your password, a Security Question will help jog your memory.

- A **Security Question** might be something like this: “What is my mother’s maiden name?”
- A **Security Answer** is the correct answer to your Security Question.

Q: How will I know my Candidate Profile was received by CHW?

A: You will know that your Candidate Profile was received by one of the following:

- If you have provided your email address, you will be sent an acknowledgement via email thanking you for submitting your resume/profile.
- If you did not provide an email address, you can check that your profile was received by logging back into your profile using your newly created login/password.

Q: After I have applied online, should I also e-mail, fax or mail a copy of my resume and cover letter to CHW?

A: Once you have submitted an online application, you do not need to contact CHW to provide additional information. All the information required to consider your application is contained in your profile and the online application itself.

Searching for Job Opportunities

Q: I'm searching for job opportunities. What are some search tips?

- A. The **drop down menus** on the **CHW Search Page** allow you to choose any of the following options: **Facility, Vicinity, and Professional Category** (highlight one professional category, then hold down the "Ctrl" key to select another).
- B. The **keyword search box** on the CHW Search Page allows you to search for jobs using keywords. To optimize your results, please review the Search Hints grid below.

Keyword Search Hints...

- To optimize your keyword search, enter the following symbols **%, AND, OR, (,)** between words
- Consider alternative words or multiple variations of words in your search (e.g. emergency, ER)
- Narrow or broaden your search by adding or removing words and/or symbols **%, AND, OR, (,)**

<u>Search tips</u>	<u>CHW job title examples</u>	<u>Sample searches</u>	<u>Search results include</u>
Enter % sign after a partial word to search any variation of that word	Nurse	Nurs %	Nurse / Nurses / Nursing
Enter AND between words to narrow the search by viewing job openings with all of the words you've selected	Physical Therapist	Physical AND Therapist	Physical / Therapist
Enter OR between words or use a comma (,) to search any of the words you've selected	RN (or Nurse)	RN OR Nurse RN, Nurse	RN / Nurse
Enter any combination of words and symbols %, AND, OR, (,) in your keyword search	EVS Tech (or Housekeeper) RN – Emergency Room	EVS AND Tech OR Housekeeper RN OR Nurse AND ER, Emergency	EVS Tech / EVS Technician / Housekeeper RN / Nurse / Emergency / ER

To go back to search page, click: <http://www.chwcareers.org/JobSearchCHW.aspx>

Applying to a Position

Q: How do I apply to a position at CHW?

A: Here are the steps:

- Create Your Candidate Profile (you only need to do this one time)
- Log in using your username/password.
- Perform your job search.
- Click “Apply to this Job”.
- You will receive an acknowledgement via email if you supplied an email address.


Q: Do I need to create a new Candidate Profile each time I want to apply to a position?

A: No, just log into your original profile using your login/password.

Q: Can I apply to multiple positions at the same time?

A: Here are the steps when applying for multiple positions:

- Perform your job search
- Click the “**Add to Job Cart**” link for each position in which you are interested.
- When you are finished adding jobs to your cart, click the “**View Job Cart**” link.
- Place a checkmark next to the position(s) you wish to apply to and click the “**Apply**” button.

Note: To remove a position from your cart, click on the trash can icon with a red “x”. 

Q: I submitted my resume but I haven’t heard back from CHW?

A: **Thank you for your interest in CHW.** Although we are not able to contact each person directly (due to the high volume of resumes we receive), you can check the status of your application online at anytime by logging into your profile at www.chwcareers.org.

Updating / Changing Profile Information

Q: How do I update/change the information on my Candidate Profile?

A: Login to your profile at www.chwcareers.org and follow these steps:

- Click on the “**View Profile**” link on the right side of the screen. This will display the information you previously entered on your profile.
- To edit, click on the “**Edit Profile**” link.
- Make sure you save any changes that you have made by clicking “**Save**” button at the bottom of your profile.

Q: What happens if I forgot my password?

A:

- Click on the **“Forgot Your Password”** link located under the Returning Users section of the CHW Careers Website.
- You will be asked to enter your login and click **“Submit”**.
- The system will display your Security Question. As soon as you have provided the correct answer, the system will present you with your password.

Technical Questions / Error Messages

When applying to a job online, like most websites, some internet settings, browsers, and document formats work better than others. Below, you will find most of the answers to your technical questions, allowing you to immediately resume your session on the career site.

Q: What Internet settings are recommended on my home computer when accessing the career site?

A:

- For best results, when searching/applying online at CHW Career’s Website, use a **high speed internet connection such as DSL or Broadband**. Dial-up is not recommended, as it tends to cause system errors and heavy delays when uploading resumes.
- Please use **Microsoft Internet Explorer, version 6.0** or higher which is a standard **internet browser** on most computers. Some Internet browsers are not compatible with the CHW Careers Website (e.g. Netscape, Mozilla Firefox, Safari, or AOL).
- If your computer does not have Microsoft Internet Explorer, you can download it for free by clicking here: [Microsoft Internet Explorer](#)
- You may also want to temporarily turn off any **Pop-Up Blockers** that may be installed on your computer to help eliminate unexpected system delays. Below you will find instructions on how to determine if your computer has a Pop-Up Blocker turned on and if so, how to temporarily disable it:
 - Click on the "Tools" section on your Internet Toolbar.
 - If you see "Pop-Up Blocker" listed as a selection under the "Tools" drop-down list, then your computer has a Pop-Up Blocker installed.
 - To determine if your Pop-Up Blocker is turned on, simply click on the "Pop-Up Blocker" selection. If "Turn Off Pop-Up Blocker" is highlighted, then the Pop-Up Blocker on your computer is currently turned on.
 - To temporarily disable your computer's Pop-Up Blocker, click on the "Turn Off Pop-Up Blocker" selection.

Q: I am receiving an error message when I try to upload or paste my resume into my candidate profile. Why is this occurring?

A:

- **If trouble occurs when uploading your resume**, you'll want to check the format of your resume. The CHW Careers Website accepts the following document formats for upload in: Microsoft Word, Adobe PDF, Text Files, or HTML. If you are attempting to upload a resume in other formats, such as Word Perfect, you may receive an error message.
- Extensive formatting and symbols within a resume, such as tables, pictures, asterisks, bullets, or multiple underlines can cause errors.

General Questions

Q: Can I speak with someone about current open positions at CHW?

A: For a quicker response, we recommend that you search and apply for open positions on the CHW website at www.chwcareers.org. Upon receiving your online profile, a Recruiter will evaluate and determine if there is a match based on your experience for the position(s) you have applied for and/or any other open positions at the facility.

Q: Does CHW sponsor work visas?

A: Please contact your local CHW facility as this varies per position and region. Click here for a listing of [CHW facilities](#) and contact information.