

Accomplishment Statements & STAR Story: Social Work

WHAT IS AN [ACCOMPLISHMENT STATEMENT](#)?

These are statements that make up any section of your resumé where you are stating experience, including Education, Related Experience, Volunteer Experience, Extracurricular Activities and Interests. The focus is not on the duties you performed, but on providing evidence of how well you performed them by utilizing the skills that will be valued in your target position.

Two possible formulas for Accomplishment Statements:

Option 1		
Action Verb (s)	What you did/How you did it	Result
Managed	a caseload of 27 unemployed clients, using solution-focused counselling	which resulted in 21 of them gaining employment within a 10-month period.

Option 2		
Action Verb (s)	Result	What you did/How you did it
Supported	clients in managing their addictions,	by facilitating workshops on harm reduction techniques and the impact of substance use, while creating a safe and inclusive environment.

WHAT IS A STAR STORY?

The [STAR](#) technique can be used in cover letters and for answering behavioural interview questions. The use of STAR technique is an effective way to provide evidence of your skills and competencies, and to highlight your accomplishments from your relevant current or previous jobs or educational experiences in a clear, concise, and structured manner.

Formula: STAR = S (situation) + T (task) + A (actions) + R (results)

STAR Example:

Question: Tell us about a time when you disagreed with a client. What was the disagreement and how did you resolve it?

S: I had been working with a client who was staying at a youth shelter to help him find a job, but at around our third meeting, I realized that he was not actively looking for jobs on his own. When I asked him about it, he said he did not have time and thought that was part of my job.

T: I had to let him know that I was there to support and guide him through the process, and help him take ownership of the job search process.

A: I gently explained the scope of my role as a social worker, and that I needed him to take the initiative in looking for work. As we talked, I realized he had many fears and barriers to job searching, that were stopping him from taking action, such as his lack of stable housing, and lack of knowledge around job search. I used counselling techniques such as paraphrasing and reflecting to better understand his feelings, and then used motivational interviewing, to help nudge him toward action in looking for jobs. We came up with an action plan, that included strategies he could use in his job search, as well as attending a few employment workshops that the shelter was putting on.

R: A few weeks later, he reached out to let me know that he had started looking for jobs on his own, and that he been called for an interview.