Client Agreement

The Jersey Employment Trust (JET) is an independent charity that provides support & training and development to people with a disability or long-term health condition to enable them to access and retain open employment. This agreement sets out the nature and quality of service that you can expect from us at JET.

**What you can expect from JET as a client. We will:**

* Assist you with putting together an action plan that supports your job goals.
* Support you to find employment opportunities.
* Link with other support services on your behalf, where appropriate.
* Provide facilities for job searching and provide support at Job Clubs.
* Support you to be able to access relevant training.
* Provide one to one support in the workplace, where appropriate.
* Support you to improve and update your skills in the workplace.
* Liaise with employers on your behalf to source suitable vacancies and work experience opportunities.
* Provide you with feedback to help you to make progress towards your job goals.
* Act in accordance with our Service Charter.

**What JET expects from you as a client. We will expect you to:**

* Attend all appointments and job clubs sessions arranged for you.
* Notify us if you cannot attend an arranged appointment or are unwell.
* Work in partnership with us to create an action plan that supports your job goals.
* Take responsibility to complete actions agreed in meetings.
* Take ownership for your job search with our support.
* Tell us if you find work and no longer require our support.
* Tell us about any changes that may affect your job goals and action plan.
* Be honest with us and provide feedback.
* To act in accordance with JET’s ‘Acceptable Client and Customer Behaviour Policy & Procedures.’

**By signing below you are committing to the terms of this Client Agreement. JET is not a mandatory service but if you are in receipt of Income Support and Actively Seeking Work (ASW) we will be required to report to Social Security if you do not attend.**

**Client Signature: Date:**

**Jet Employee Signature: Date:**