

05 Work Search Review

Find a job or other jobsites

1. As part of making use of the resources available to them to look for work, we can reasonably expect most claimants to make best use of Find a job or other jobsites.
2. However, there will be instances where claimants aren't able to use Find a job or other jobsites or may not appear to be using these sites to their best advantage.
3. In these instances, you may need to search for suitable vacancies on behalf of a claimant and in some instances, formally require claimants to apply for these jobs. For example:

- the claimant isn't yet able to make the best use of self-help vacancy channels (if this is the case, support should be provided to address the need); or
- there are doubts about the activities the claimant says they are doing. For example, they claim to be going online, but say that no suitable vacancies are available

Note: Further information about how to require claimants to apply for jobs can be found in the 'Refusal of Employment' instructions.

4. You must follow up on any jobs the claimant has been required to apply for to identify if Refusal of Employment action needs to be taken. That is, where the claimant has failed, without good reason, to apply for any vacancies that they have formally been told to apply for.