National Fund
for Workforce Solutions

CAREER NAVIGATION JOURNEY MAPS

DOMESTIC WORKERS

Career navigation is rarely – if ever – a linear journey. Enhancing career navigation for workers and learners provides a valuable opportunity to actively address structural barriers contributing to occupational segregation.

Phases of Career Navigation

Self-Assessment

Career Exploration

Connect to Job

Skills and Credentials

Career Pathways

Follow Ximena's Career Navigation Journey

Ximena's journey represents undocumented domestic workers. The experiences represented align with the stories we heard, not a predetermined order or number.

Walk through her career navigation journey map by following her experiences, which are numbered, color-coded, and listed in chronological order.

Each phase is further illustrated through the *Timeframe*, *Thinking*, and *Pain Points* that were notable in each phase.

Career navigation phases varied in order, timeframe, and number of experiences.

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Persona: Ximena
Age: 45
Race: Latina
Occupation: Domestic worker
Salary: $29,120 minus wage theft
Living Wage[1]: $41,579

Background and Family Life

Ximena is married with three adult children. She moved to the United States from Guatemala as an adult and is undocumented. She lives with three other families in the Bay Area. After several bad experiences with employers, she is now self-employed.

Quote

"When I came to the U.S., I actually didn't know that domestic work is the type of work that we were doing."

Goals

Own a cleaning company. "I want to treat workers the right way."

Barriers

- Limited English; unable to read/write in Spanish.
- Unstable housing.
- Abusive work settings.

Expectations

Hopes for a pathway to citizenship for herself and for domestic workers to get protections through a domestic workers bill of rights.

1: *Glasmeier, Amy K. Living Wage Calculator. 2024. Massachusetts Institute of Technology. https:// livingwage.mit.edu.*

Self-Assessment

Timeframe: A few months

Thinking: I discovered that I enjoyed cleaning very much, but what i really want is my own business

Pain points: Language barriers make it difficult to advocate for self and family.

Connect to Job

Timeframe: Immediately after entering the United States

Thinking: I didn't know domestic work is what I would be doing.

Pain points: Abusive employer who threatened to report workers to ICE.

Career Exploration

Timeframe: Always inconsistent and unstable

Thinking: It's really hard. It's very, very difficult. I find myself in a very difficult economic situation. It's just really tough.
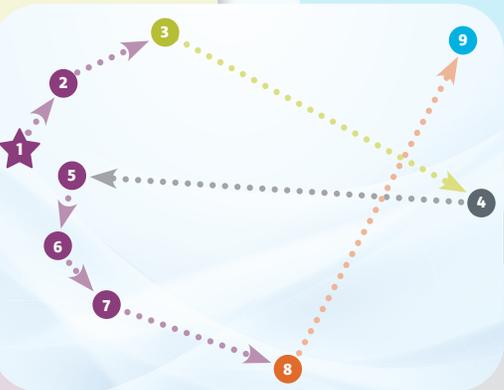
Pain points: Is self-employed but experiences wage theft. "Usually, when I go to claim my payment they will tell me, 'I don't have the money right now.'"

Career Pathways

Timeframe: Ongoing

Thinking: I enjoy my work but i want to own a business so I can be a model of how to be a good boss and not treat people poorly.

Pain points: Works 12 hour days making $66 dollars a day with one 20 minute break.
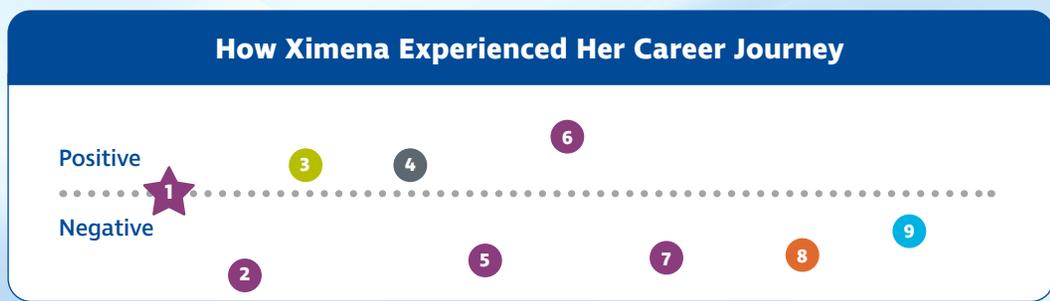
Skills and Credentials

Timeframe: Six-month training program on domestic work

Thinking: I became a domestic worker and then I realized it wasn't the same as cleaning my house. This was actually a job and it was paid and needed to do it as such.

Pain points: Language barriers, undocumented, lack of basic resources.

Ximena's Career Journey

1. After entering the United States, Ximena works at a horse ranch.

2. Ximena was terminated. She was connected to work for a cleaning company, but is terminated again.

3. Through self-assessment, she recognizes she enjoys cleaning and that could be a possible job.

4. Ximena attains professional training for domestic work.

5. She works for cleaning service but is terminated after falling on the job.

6. Ximena connects to another job, this time working as a nanny, and has a positive experience.

7. Following that, she works for a cleaning company, but faces unsafe conditions.

8. Ximena looks for ways to start her own business, but because she is undocumented, there are no resources available to her to start a business.

9. Ximena is now self employed, but regularly experiences wage theft. She finds gig work, but it is inconsistent.

How Ximena Experienced Her Career Journey

Positive

Negative

DISCUSSION QUESTIONS

▶ *What are your observations about Ximena's journey?*

▶ *Which experience was most surprising to you, and why?*

▶ *Which experience was least surprising to you, and why?*

▶ *What is the experience you'd want a client to have in their career navigation journey?*

▶ *What stands out to you on this journey map as a crossroads, where a resource or support intervention might have benefited this individual's career journey?*

▶ *What shifts can you make in your work to offer, improve, or publicize that support or intervention?*

▶ *Are there policy recommendations that would improve outcomes for San Francisco Domestic Workers?*