



Communities for Work Case Study 1 - Ms G

“I can’t thank you enough, I came to you and you put everything in place for me and now I’m working and doing something that I’ve always wanted to do”

Ms G had been unemployed for 4 years since starting a family and her long term goal was to work in an admin position that would give her and her family sustainability for the future. Ms G was looking for support and mentoring to build confidence and someone to believe in her and help her achieve her goals. When she engaged with Communities 4 Work via school engagement she was extremely keen to uptake the support and mentoring that was available.

Ms G engaged with her mentor on a regular basis, using emails, texts and phone calls and was quick and eager to progress into the labour market. It was evident from the onset that Ms G was a conscientious and hardworking participant who was able to develop herself, and with support and encouragement from her mentor would reach her desired outcome. Whilst working with her mentor, Ms G also began working towards a computer qualification in the evenings, which she believed would help upskill her for an admin opportunity. Ms G also undertook Emergency First Aid training as a work related qualification that was transferable into any line of work. She met with her mentor on a regular basis and received ongoing support to build her confidence in job searching and applying for jobs.

An opportunity was sought for Ms G to do a VWE at NHS at Prince Charles hospital for a period of 8 weeks in an admin based role, Ms G quickly excelled in this role and felt confident this was the right career path for her. The mentor kept in regular contact with Ms G through daily texts and emails and to ensure she felt fully supported. 4 weeks into her volunteering placement, a secondment opportunity arose in the department she was volunteering in and with support from her mentor; Ms G completed the application form and was interviewed for the role. Ms G was offered a full time employment opportunity with the NHS and was exceptionally pleased with her job offer.

Good Practice

Mentor support was offered on a daily basis via text and email which worked really well. The relationship with the participant was professional but also friendly which built an excellent rapport and support mechanism allowing the participant to feel encouraged and that someone was on her side. Numerous hours of face to face mentoring was carried out as well as additional phone contact, texts and emails to build confidence and support an economically inactive participant off benefits and back into employment.