

Inspire 2 Work West Wales and the Valleys - Case Study 1

X was referred to Inspire 2 Work from the Youth Emotional Health during the covid lockdown in March 2020.

X was lacking in confidence and needed some engagement work as well as skills to occupy her time and to focus herself whilst isolated in order to cope with her well-being during the crisis. Inspire were offering additional activities during lockdown to support with boredom and isolation. X joined the Inspire worker who supported her to engage with some virtual craft skills group course.

X's confidence started to grow and then felt ready to engage and begin to start to look for education and employment so was signed up to Inspire 2 Work.

X completed star assessment and action plan where it highlighted that she was looking to find a working role within the catering industry. Inspire supported X in building a professional CV and varying job specific cover letters for job roles within her local community as X did not drive and relied on public transport.

X had a very strong base of Baking qualifications but lacked experience in face to face roles in working situations. X also had Autism so found this was a barrier for her securing work and knocked her confidence.

Inspire worker therefore referred X to our Inspire Employment Liaison Officer for interview skills qualification in order to gain confidence and know-how of how to attend and answer interview questions, and prepare for a mock interview, which X completed and achieved a nationally accredited qualification on top of the confidence to attend an interview.

Inspire worker then additionally enrolled X onto the Learn Direct L2 Customer service course online where she worked towards a certified qualification which enabled her to learn how to deal with customers and their needs within a retail, front facing environment. X also successfully completed this certificate.

Inspire continued to support X with weekly job searches and supplied her with interview questions and basic knowledge for specific job roles by researching companies and their retail outlets.

X was supported to apply for many roles with Inspire 2 Work and was finally successful in securing a role at Chef Mazenara through the kickstart scheme who which she has now started and is enjoying.

X believes that without the intensive 121 support and group courses that she would have not felt confident enough to pursue her chosen career path in catering and was extremely grateful for the support provided.