

Case Study



Natalie

Natalie was referred to Kay by Julie Topham, Income Recovery Team. Julie explained: “Natalie is a level 3 Nursery Practitioner but not working at the moment, she has advised she needs to find any kind of work as money is extremely tight; her partner is a grounds worker and doesn’t get paid when he doesn’t work, he relies on people to pick him up to take him to work so if people let him down with lifts he doesn’t get paid.”

Whilst Natalie had a CV which was relevant to her chosen career as a Childcare Assistant the PERSONAL PROFILE and KEY SKILLS were very basic and quite generic, and the body was far too long. Kay explained that the document would need completely rewriting to maximise her employment opportunities. Kay worked on Natalie’s CV to focus on specific qualities and characteristics of an experienced and proficient childcare practitioner, and to reformat it to make it shorter and more ‘reader-friendly’.

Although Natalie is qualified to Level 3 she was struggling to find work as employers prefer their staff to have Paediatric First Aid and Safeguarding Children training, and the cost of courses would be impossible for her to meet due to her unemployed status and her partner’s sporadic work; she needed some coaching and advice around her options.

Due to COVID-19 many training providers changed their course delivery; after checking that Natalie has good IT skills and access to the Internet Kay sourced an on-line Safeguarding Children course and enrolled Natalie onto the Level 2 qualification. Kay also located a ‘blended’ Paediatric First Aid course that Natalie was able to access locally – this entailed Natalie completing the theory on-line then attending St John’s Ambulance training centre in person to carry out the practical part of the course. Both courses were funded by the Realise Barriers Fund. Due to the course clashing with school hours Natalie was concerned about how she would be able to attend the course and take her children to and from school. Luckily, the children’s school has a care club and Kay was happy to use the Realise Barriers Fund to pay for her two children to attend this whilst mum attended her training.

After successfully completing the courses Kay was able to update Natalie’s CV with the newly achieved qualifications; Natalie identified suitable job opportunities and sent her CV off to various schools and nurseries.

Although Natalie was confident about her interview skills she said that she felt a lot more prepared to discuss her personal skills and qualities due to her enhanced CV; she would be able to use this to expand on her interview answers with more certainty and conviction, being more able to articulate her strengths and suitability for the job.

Natalie successfully gained employment with a local childcare provider; whilst waiting for her DBS clearance Kay suggested that Natalie would need suitable work wear for her new job so work shoes and comfortable trousers were also purchased using the Realise Barriers Funding.

Natalie’s DBS clearance came through and she was able to start her new job.

Natalie feels sure that she could not have achieved this outcome without the help she was given by Kay as part of the Aspire to Work programme and the financial help she was given through the Realise Barriers Fund. She has nothing but praise for the programme and would recommend the programme to anyone.