

Case Study



Sarah

Background

Sarah is an Aspire tenant. I had been aware of her for some time through supporting her partner to look for work for over 12 months as she often attended his appointments with me. During this time, Sarah was working as a part-time cleaner in a local Public House where she had been employed for the previous three years. In March 2020 she was furloughed due to lack of work as a result of the COVID pandemic.

In September, Sarah learned that she was no longer required at the pub and became unemployed. I spoke to her about receiving support from me to help her to find alternative employment and she was pleased to receive this.

We also discussed potential training opportunities to enhance her CV and I researched and identified an online opportunity for a basic COSHH certificate course which we agreed would be beneficial for her and we planned to arrange future face to face sessions after lock down to pursue this option further.

How she was supported?

I met with Sarah to enrol her on the Ixion Connecting Choices programme. Her initial assessment informed me that she had mild learning difficulties and had failed to achieve any qualifications from school or college. Sarah, however, did have an impressive work history including 8 years employment as a cleaner at Stafford University, during which time she undertook a period of training and had gained an NVQ level 2 in cleaning.

I reviewed Sarah's current CV and suggested amendments. Sarah was pleased to let me to re-draft her CV and then to save this to her online Indeed job search site. She proved to be very competent using technology and happy to independently job search for herself. I also searched for job vacancies for Sarah and notified her of numerous options. I also informed Sarah about a virtual jobs fair.

Conclusion

On 8th December Sarah messaged me to inform me that she had started a new cleaning job at the ASDA George Depot on the Lymedale Business Park in Newcastle. Sarah told me that her hours of work were 6:00 am to 9:30 am Monday to Friday, that she had enjoyed her first shift and although she had had some initial concerns, she had managed to cope with using the large floor buffing machine, and that things were going well.

I exited Sarah from the Connecting Choices programme but agreed to continue to offer further help as required through the Aspire to Work programme once she had settled into the new job.