

## Customer case study

# Supporting you to know how to move forward finding new work in the health and social care sector

Angela came to the National Careers Service as she was out of work and **“didn’t know which way to turn”**. She had a strong background in care and was keen to stay in the health and social care sector but felt she needed support knowing how to move forward.

Angela met with Stephen, a National Careers Service Careers Advisor, and they discussed how she had been progressing with her job searches so far. At the time, Angela was not in the right place to look for work without assistance and was deciding whether to apply for work on the healthcare staff bank. Stephen provided advice and guidance around suitable roles and applying to the healthcare staff bank, as well as giving her the positive push she needed to start looking for work.

Stephen supported Angela to create an action plan, detailing the steps she was going to take towards finding work. This helped her to identify her goals and take the next step towards her career goal. Angela also completed a Skills Health Check during their session, which she found very useful in identifying her current skills.

One of Angela’s main goals was to update and improve her CV. Stephen supported Angela to create an effective CV which summarised her experience and highlighted the skills identified in the Skills Health Check. They looked at relevant job profiles on the National Careers Service website to identify which skills were relevant to the roles Angela was looking at.

Stephen also shared with Angela labour market information in her local area, matching this to Angela’s job requirements. They discussed training opportunities and work-related courses which would help her to upskill and improve her all round employability.

Following her session with Stephen, Angela went on to apply to the healthcare staff bank and has now started a new role within the NHS through this. Her new role is supporting her to expand her skills and experience in other aspects of health and social care she’d not previously worked in.

Angela found that contacting the National Careers Service **“empowered her”** and has made her feel more positive and confident that help and support is available. She would encourage others to contact the National Careers Service as they can help with identifying existing skills. Angela also feels that the service **“gives you confidence”** and **“helps you focus on something”** when it is needed.

### Contact us:

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