

Case Study

Rebuilding confidence and self-esteem whilst working towards employment.



Cameron was referred to the REACH programme by the Job Centre in April 2022.

He had an initial phone appointment with Kristina, a REACH Employment Opportunity Advisor who talked him through the support he was able to access through the REACH programme. This included CV and cover letter support and helping him search for the right type of work, training or education. Kristina also explained that everything discussed within their sessions was confidential and that she would not keep records of things Cameron did not want her to. At the end of their initial phone call, Kristina booked Cameron in for an appointment to meet with her face to face at the job centre.

During their first face to face session, Kristina supported Cameron to complete the online registration process for the programme. They then worked through a Work Star diagnostics form which reviewed a range of outcome areas linked to employability and employment, including reviewing Cameron's work searching skills, motivation and basic skills. This helped to highlight the areas where Cameron would most benefit from support. Kristina and Cameron discussed his job history, skills and experience in depth and then moved on to talking about his goals and what he wanted to achieve from participation in the REACH programme. They used this as a basis for writing an Action Plan, detailing the broken down steps he would take towards gaining employment. Cameron and Kristina agreed to meet on a weekly basis, where they would set and complete actions each week to get closer to Cameron's main goal of finding work he enjoys.

Ahead of his second session with Kristina, Cameron sent her a copy of his CV and cover letter for Kristina to review and make any necessary amendments. They were then able to discuss his developed CV in their next session to ensure Cameron understood what amendments had been made and why.

In their next few sessions together, Cameron and Kristina discussed what Cameron would like to do and where he felt he had skills and experiences. They worked together in finding roles Cameron could apply for using a range of websites and between the sessions Cameron found a number of other suitable vacancies he also applied for.

As his initial few interviews were unsuccessful, Kristina structured her next sessions with Cameron to focus on interview technique and conduct. They completed a series of mock interviews to develop Cameron's interview technique and this helped to prepare Cameron for an interview he had secured for a retail role within a local shopping park. Following the interview, Cameron was successful in securing this position.

After his successful interview, Cameron met with Kristina for a final appointment to complete his programme paperwork. During his time participating in the REACH programme, Kristina had noticed a real positive change in Cameron. She said "He seemed to be a completely different person. He looked more relaxed, his shoulders seemed to have lowered and he had a smile on his face."

About Cameron's success in the REACH programme, Kristina said:

"To summarise I feel a sense of achievement that I have helped Cameron on his journey from feeling so low to feeling on top of the world. From our very first meeting I knew this young man needed to rebuild his self-confidence and self esteem and from this I set out helping him do this. By encouraging him, showing where he could improve things, I now feel Cameron has the skills and confidence to search for work himself without help. I feel I have empowered him on his career journey."