

Case Study 6

An individual Case Manager is paired with each Working Matters client to provide confidential help and guidance.

Bob came onto the Working Matters programme through referral from the jobcentre. On our first meeting Bob explained he had issues with his mental health and had been long-term unemployed. It was obvious that Bob found this conversation particularly difficult. However, after a few more meetings and seeing that he felt more relaxed with me, I offered Bob a place on an in-house confidence course and explained that I would attend with him.

We did this and Bob progressed through the course quite well. At the end he asked if he could do more training and went on to gain certificates in Steps to Excellence, Employability, EDCC, and World Host.

The next step for Bob was to try a range of work experience which he did for 4 weeks, two days a week. Throughout this period it was clear that Bob was vastly improving in confidence.

As a result of the work experience, Bob is now employed and is continuing in his training and up-skilling, having recently completed a course in plastering.