

Case study 1: exit routes

Aftercare

Although Margaret had plenty of work experience, the first thing she said to her adviser at Reed in Partnership when they met was that she felt her chances of getting a job at 60, and with a back problem, were slim. However, with the support of her adviser, she now works in a job she really likes, and which she initially felt would be beyond her reach.

From the outset Margaret really appreciated the chance to talk to her adviser about what she wanted to do, what she liked and what she didn't like. This reflects what many supporting the unemployed find is a key to success, particularly when working with more mature customers - that is really showing customers that they are listened to, that they will not be pushed into anything they do not want to do and that their views really matter.

“My adviser didn't just push me into anything. She really listened to what I wanted from a job and told me lots of things I never knew. In fact she wrote a CV for me, taught me how to do better in interviews and helped me look the part too.”

What Margaret really wanted to do was work as a checkout operator, something she had done back in the 1980s and which she enjoyed. However, things had changed over the years. She'd never put together a CV and was unfamiliar with common interview processes such as group assessment.

Getting a job wasn't going to be that easy. Money was tight too. Margaret agreed that getting back to work as soon as possible was the right course of action and would be a real boost to her confidence, put money in her pocket and give her a reference which could be used to find the job she really wanted. She was therefore glad to be offered a job as a part time cleaner within a few weeks, having sailed through the interview.

However, the job of cleaner, while welcome, wasn't something she wanted to do in the longer term. The adviser continued to work closely with Margaret to help her find a job she really wanted, trying to get a foot in the door with potential retail employers. Margaret was excited to be told by her adviser that a new store was opening near her home. And so with her new found skills and confidence, she successfully applied for the job of checkout operator. Margaret hasn't looked back since. She now works five days a week, four hours a day.