

Wiltshire Employment Support Team

Meet Michael . . .

Mike was referred to WEST by his Social Worker when he was due to finish at Swindon North Star College in the summer of 2008 as he wanted to find a job.

In July 2008 Mike registered with WEST and was allocated a Job Coach to support him in finding paid employment.

The Job Coach sat down with Mike and discussed what his work preferences were including what type of job he wanted, where he could get to, hours to be worked and his preferred working environments. The support Mike would require to achieve his outcomes were also discussed in detail.

In March 2010 Mike was successful in obtaining employment with Moto Service Station, Leigh Delamare as a General Assistant, within Burger King in their busy fast food restaurant.

He began working seven hours per week and was initially supported during his shifts by his Job Coach to help him settle into a new routine. Within a couple of weeks Mike was working independently.

His duties involved cleaning the dining area, emptying bins, washing up and helping customers. He also received training in Food hygiene and Health & Safety.

At a recent review Mike's Manager told the Job Coach that a customer had come to the counter to tell him how pleased they were with the service they received from Mike and that he was an asset to the restaurant. It was obvious Mike had gained a great deal of valuable customer service skills in this role.

During his time at Burger King, some weeks Mike would work up to 30 hours if required by his employer and was always very keen to take on this extra work. Extra hours were not always available and Mike liked having the extra money to buy things for himself and live more independently. He asked his Job Coach to help him find additional employment where he could be guaranteed more hours every week.



"Mike is always early, reliable and organised"

Aaron, Manager at MOTO Services

In February 2011 Mike was referred to Community Connecting whilst he was looking for an extra job. This was to get him out and about and involved in groups and activities within his community.

Through working with the Community Co-Ordinator, Mike was able to gain valuable skills and experience in the workplace in various voluntary roles. At Oxfam he was checking prices on the computer, using the till, steaming and price tagging clothing.

In February 2014 Mike was offered an Interview at McDonalds in Swindon as a full time Crew Member. He was nervous because it was a group interview. His Job Coach was there to give him moral support. Mike was very confident and showed great communication skills as he stood up and spoke in front of everyone. He also participated very well in the group activities set highlighting clearly and enthusiastically, what makes great customer service.

McDonalds did not offer Mike the position he applied for as they felt the role was too hectic and fast paced for him. However, they were so impressed with Mike's interview performance that he was offered a different job of 32 hours per week assisting with deliveries and stock replenishment.

Mike is really enjoying his new job and has learnt to use the McDonalds Company website to access online training, request staff holidays, view payslips, view all his colleagues shifts and request extra shifts for himself if they are available.

"The help Mike has had from WEST and CC to secure employment and to do things in his community, has boosted his confidence. This makes Mike feel like he is doing something useful and worthwhile, which is critical to his wellbeing as he needs to feel he is doing something purposeful and structured within his day."

John Islip, Father

Mike is still volunteering at The Oxfam shop. He is now also supporting blind people volunteering at his local Swindon Radio Station, as well as working a 32 hour week at McDonalds.

Mike leads a busy work and social life and is looking forward to attending the McDonalds summer party with 600 other McDonalds staff this summer.

Supported by Elizabeth Clark

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February 2014