

Community Connecting

Meet Lauren . . .



“I wasn’t keen before but now I’ve had the experience I found I can use skills I already have, and I am enjoying the new experience. Everyone has been so supportive, and I feel I am in a safe environment”

Lauren

Lauren was referred to Community Connecting by her job coach. She needed to gain some experience to support her search for paid employment. Regularly volunteering is a great way to do that.

After meeting with the community co-ordinator to discuss her goals, Lauren decided she would like to register with the service.

Lauren wasn’t sure what she would like to do at first but when going through profiling she started to have lots of ideas. Profiling is a period of time used to get to know, skills, aspirations, how a person travels for instance so a realistic outcome can be achieved.

After some searching a position was applied for at a local charity shop. Lauren thought this would give her new skills for work that she hadn’t experienced before. Such as working on a till taking payment and customer services skills in a retail setting.

On her first day Lauren was given a tour of the building and covered health and safety aspects, which was part of her induction, including fire exits and the signing in process.

The manager of the shop then showed her how to use the till, inputting items, prices and how to take payment.

Lauren had felt nervous at first but picked the skills up quickly and was surprised at how much she enjoyed it. She was soon working independently serving customers. As confidence grew so did her skills, she used quiet times in the shop to tidy shelves and deal with new donations. She demonstrated excellent customer service, always doing her best to help with customer queries.

After a few weeks Lauren was ready to start working without support and decided she wanted the community co-ordinator to stay within the shop so she could call if needed. The next week it was for a shorter time and then Lauren was working independently.

Lauren is confident to work independently and is ready to re-join WEST to resume her search for paid employment.

Supported by Lindsey Neale

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April 2022