



Inclusive, Independent, Invaluable

CASE STUDY **Employability coaching & transitioning into work** Apr - July 2021

CLIENT NEEDS

20 year old autistic woman with ADHD, a sensory processing disorder and mild learning difficulties. A quick learner, hard-working, reliable, with a good memory & an aptitude for practical tasks. Completed a 2 year supported internship with a 4 month work placement (business then closed). All further work placements were cancelled due to Covid, making access to suitable employment opportunities very challenging. Feeling isolated and low on confidence.

DESIRED OUTCOMES

- o To develop awareness of strengths & abilities; to recognise when & where she feels and performs at her best; to explore strategies for managing likely difficulties & to have identified which may be most useful.
- o To create a Strengths & Needs profile for line managers & colleagues based on the above.
- o To identify appealing & suitable roles.
- o To support with job applications and/or access to a workplace, as appropriate.

PROGRAMME CONTENT

10 x 1 hour weekly coaching sessions conducted in person outdoors.

- **Built trust & learned about her** as life is now & has been: **hobbies, likes and dislikes, positive experiences, barriers faced, strategies** used for managing these so far.
- Explored **pros & cons of a range of current vacancies**.
- **Collaborated with the Job Centre Plus** to identify suitable roles.
- **Sourced two suitable vacancies** (independently of the JCP), arranged **insight visits** to both.
- **Supported job applications** and accompanied at **interviews**.

The outcome: the client secured a one month work trial which was then made a permanent post.

| Area: | Before: | After: |
|--------------------------------------------|--------------|----------|
| Recognition of my strengths & abilities | none → | some |
| Confidence in embracing challenges at work | not sure → | ok |
| Employment status | unemployed → | employed |

FEEDBACK SCORES

Service Quality: 5/5 **Would you choose WayMakers again if you needed support? "100% Yes!"**

CLIENT: "I am getting on really well in my new job. I appreciate all the support you gave me – I wouldn't have found this otherwise."

PARENT: "Alex spoke to my daughter in a way that **showed her she was being listened to and her views counted**. She quickly **formed a rapport** with her, **as early as the first phone conversation**. After the first face-to-face meeting I asked her **if she thought Alex was the person to help her find her confidence, she said yes**.

My daughter completed all the academic work on a two-year supported internship but did not find employment by the end of the course as all placements were cancelled during lockdown. At the end of 2020 she was awarded support, provided by private enablers to learn to find work and be independent from her parents. They were well-meaning, but my daughter was able to direct the course of the sessions away from the aims.

She's been facing **a real lack of self-confidence** and feels **at a loose end without appropriate support**. She is **learning that there are paid jobs which match her strengths, that there are employers who are inclusive and keen to give support** to the right person. She has had **a boost to her self-confidence**. She has **a belief that she can find a paid job she will enjoy and feel comfortable in**. She was **happy to meet with Alex each week** and her **cheeky personality is starting to return**.

I especially appreciated the regular communication and updates from Alex. Regarding her next steps, I now feel **confident that there are good employers as well as coaches like Alex, to support her**.