

ACCESS IT FOR JOB SEEKERS

CASE STUDY

(December 2017)

Name: Susan Wood

Age: 62 **Ethnic Group:** White British

Unemployed: 12 months+

Referred by: Chelmsley Wood Job Centre



Susan with our volunteer Stephen at Chelmsley Wood

Susan's story:

Susan had been caring for her mother and husband over the past 10 years but recently found herself claiming universal credit with the commitment to look for employment. Concerned and worried about her change in circumstances she was advised to get in touch with ReCOM to have assistance with her IT and job seeking skills.

Susan was really anxious to meet with us, she had knowledge of Facebook and online banking but the thought of applying for jobs online was completely out of her comfort zone. She has now completed 3 one to one sessions over the past month and has

- An electronic CV and covering letter.
- Knowledge on uploading her details to different job search websites.
- Improved her general confidence with her IT skills.
- Had instruction on how to attach documents and send via email.

Susan is really grateful for the service from ReCOM and mentioned that her sense of well being has changed dramatically since coming along to her appointments, she feels more relaxed and in control of her job seeking. This is what Susan had to say about us

“Brilliant service – all the volunteers are patient, helpful and friendly. This support has really reduced my anxiety and I feel back in control.”