



Newcastle Building Society

Case Study

Radek (Polish nationality) contacted ICOS in May 2022 seeking support with finding a new job. He was employed at the time but looking for a change and better employment opportunities. This client's employment history revealed a very skilled worker with a good level of experience as a painter and handyman. On initial conversation, the project worker helped Radek to set up a plan of action for the near future. The first step was to create a new CV and update his employment experience information. The project worker changed the layout of the cv. Thanks to this, it was better organised and easier to read. During follow-up meetings, the client was advised on how to write online applications on websites and good covering letters. With support from the project worker, Radek wrote his first covering letter, and he learned about effective online job searching. The next step that the client took to get into new employment was to register on online services for job searching. The project worker provided advice and all necessary information to the client. She also helped him with the registration process on one of the services. It enabled the client to register on similar websites independently in the future. Radek found it very helpful, as he did not know how to navigate the internet for a job search. Additionally, a list of employment agencies was given to Radek to support his future job search activities. The project worker stayed in touch with Radek for the next weeks to motivate him and follow up on his progress.

After some time, Radek started being invited for job interviews. After three months of intensive job searching and interviews, he secured a job in one of the schools in Newcastle upon Tyne as a caretaker. He said: " I am happy with all the help from ICOS. I didn't know where to start but my project worker kept me motivated and helped me greatly".