



### **Case Study for Lexi (Please note- this name has been changed)**

The client is a refugee and her first contact with ICOS was with her husband. On the first contact, the client had no CV so the project worker took down their details for CV creation. They also had no access to internet. They were given sim cards with internet access. They were also referred for clothes and body essentials for her husband and all four children. On the next appointment, the client was introduced to some recruitment agencies and she made some job applications. In preparing her for interviews, project worker referred her to smart works Newcastle for interview clothes.

The client being a teacher in her country was interested in teaching job and also care jobs. Two CVs were created for the client; teaching assistant and Health care CV. For employability purposes, she took safeguard training and also signed up for IDEA programme. Client got invitation for Luton care job which she eventually declined. The client was more inclined to a teaching role thus the project worker reached out to an agency in Newcastle who requested her CV. She was assisted with her application. However, because of certain restrictions, the teaching job was not suitable for the client, this prompted her to ask the project worker to help her get a care job. She was guided through the application process online. Client missed a potential interview call and project worker advised her to pay attention to calls and also encouraged her to sign up for NHS recruitment workshop. The client got another call and she had an interview, she explained to the project worker that she had difficulty answering some questions during the interview. This prompted the project worker book an appointment for her for interview preparation.

The client got an interview invite, the project worker helped prepare her for the interview. She was successful. She was given conditional offer pending the completion of some tasks. The project worker assisted with all these and also helped navigate and access the e-learning portal. The client completed all that was required of her and she resumed work.

The client complained of the struggles she was facing in her domiciliary health care roles so she resigned. The project worker helped update the client's CV and also registered her with AK teaching agency. Her cover letter was also reviewed and application for teaching assistant jobs started. Client had interview and project worker assisted her upload personal details on a link sent by the company. Client got a job and has resumed.