

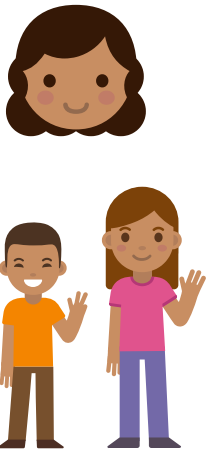
Early Help Case Study

Employment Adviser - IFST

Our Intensive Family Support Teams include Employment Advisers who provide tailored support in areas such as employability; taking time to understand skills and experiences, any barriers or challenges preventing employment, identification of any training to support employability, preparation of supporting statements and CVs and job search support, including mock interviews.

Our Advisers can also provide guidance on how to navigate the benefits system, including benefit entitlements and claims, as well as how changes in circumstances impact benefits.

They work in parallel with Family Intervention Workers. This case study summarises support given to Sanz, the mother, to support with employability and benefits.



Sanz* is a lone parent to two children, a son aged 12 and daughter aged 15.

When support from the Employment Adviser commenced, Sanz and her children were living in temporary accommodation with little to no income.

Sanz had left her partner due to domestic abuse and was

* Sanz is a pseudonym

Presenting Needs

- Worklessness
- Financial Problems
- Housing/Homelessness
- Domestic Abuse
- Physical Health Issues

Support

- Helped apply for Universal Credit and Child Benefit to ensure some regular income being received
- Sanz wanted to secure employment to bring in additional income, so support was given to create a CV and apply for jobs, included registering for a customer service course
- Permanent accommodation was secured so advice was given in relation to a change of benefits and benefit cap, advised to claim discretionary housing payments
- Met with Sanz in a local library to help with accessing online course
- Support with job applications, some barriers along the way caused by health issues
- Introduced Sanz to a provider working with the Job Centre to look for jobs in social care and updated CV
- Supported with walkthrough and mock interview

In April 2022 Sanz commenced work as a self-employed Personal Assistant, support with travel costs for the first three months.

Further support to sustain employment has been provided including:

- Creation of invoice for job charging
- Discussion about how self-employment affects Universal Credit payments
- Referred to HMRC courses to learn how to declare earnings
- Also paid for driving test as Sanz would like to learn to drive in order to travel more easily between clients.

04 Progress to Date

- Sanz and her children are settled into their permanent accommodation
- Sanz is working as a Personal Assistant, but looking to increase her hours
- Sanz has completed a few training courses to strengthen her employability and support future employment options
- By securing employment Sanz has increased her income which helps meet the shortfall in Universal Credit
- Sanz continues to seek other roles and has recently applied for a job as a Teaching Assistant