

Lauren is a 24 year old lady who has progressed onto working 2 days per week at Waitrose, she also works in a voluntary position at a children's nursery.



Lauren originally started Worklink in September 2014 where she completed a City & Guilds course in Hospitality & Catering, alongside working in a public café. During the training Lauren had 2 employability assessments where it was identified she was ready for work. After discussions with Lauren she decided she would like to remain in the catering sector when job searching.



It was clear to see that Lauren excelled in this environment. Lauren was very enthusiastic and capable of working in the kitchen. She had good customer service skills and was very polite/ friendly. She could use her own initiative but also help others who were less able than herself. Alongside another ERYC team, Lauren was found a position at Waitrose. The job was then carved, in perspective of job role and hours for Lauren. Worklink put an employment support worker alongside Lauren on a 1-1 basis until Lauren and Waitrose staff were happy that Lauren was competent in this role. This support was withdrawn gradually but Worklink continued to support Lauren. This included 6 monthly employment reviews and support for Partner link which is Waitrose's mandatory online training. We stepped into help with the online training as Lauren's family were struggling to complete it with her. We go into Waitrose and complete it in Lauren's own time, as she doesn't like it to interfere with her working day.



Progress

During Lauren's employment reviews Waitrose do their appraisal at the same meeting. Lauren is given small targets to complete before the next one. This helps Lauren to learn new tasks but be responsible for her own section. For example Lauren's latest review was in January, she was given a target before of recording fridge and freezer temperature. She is now competent in completing this so her manager gave Lauren a new target of date checking and stock control of the snack area. Lauren is quite apprehensive when she first hears what her next target is, however, once we support Lauren in completing this task, she becomes more confident.



On a Thursday Lauren volunteers at Sunflowers Too Nursery. She was originally in paid employment however Lauren was made redundant but loved working there so much she decided she would like to remain in a volunteer position. Lauren helps with the children's activities, dinner time service and reading.

