

## Future Pathways Case Study

### **The Initial Catch-up...**

I met with MT, a vibrant, outgoing 21-year-old Care Leaver living in Barnet to sign her up to our Future Pathways program. MT explained that she had previously been working as a waitress at a local coffee shop for almost a year when the COVID-19 pandemic hit, causing her to lose her job. She expressed how challenging it was to find a new role and that despite sending her cv to job openings, she never got a call back. Whilst she was frustrated about her job situation, she felt excited and relieved to hear about the support that myself and our team had to offer. We got to work immediately putting together a plan of action, and we both left the café feeling optimistic about future job opportunities.

### **A Work in Progress...**

I set MT some key objectives to kickstart our job-finding action plan. MT knew that she wanted to stay in the hospitality sector and so our first task was designing a cv together that would show off her waitressing skills and experience. We both planned to send off her new cv to different job openings, all whilst maintaining close contact so that I could give MT the motivation and inspiration she needed to stay focused during the application process. Receiving declines from job applications can be disheartening, but I reminded MT that we only needed one job offer.

### **BOOM, Success!**

I had a very excited MT down the end of the phone to say that she had a café in Shoreditch call to offer her a trial shift. MT and I talked about what could be expected during the trial and how she was feeling. I advised MT to be her sparkling, confident self and that she already had all the experience and skills to do the job well.

MT called to give me feedback on her trial shift the following day, saying “it all went really well and I have got my first shift secured. My manager said that my cv was impressive and that it stood out to him”. This was positive to hear, as we had put time and effort into creating a good resume. MT went on to say that “the manager was nice and I felt confident knowing exactly what I needed to do”. We spoke about the location of the café, and how the area is an exciting part of London. MT explained that her travel route was easy, with it only being a 30-minute train taking her directly into the area.

### **A Catch-up to Celebrate**

I met with MT to give her a small gift and to congratulate her on the new job. MT was glowing from within and I could sense her pride and happiness throughout our meeting. We spoke about the next steps and big dreams in which MT said that her goal is to one day be a manager of a café. I asked MT how she was feeling about her new job which she said “I feel so happy I have found a job. It feels like a new chapter in my life”. She spoke positively about some girls her age who had also just started at the same job and that “we all went out for a few drinks after our first shift”.

It has been a pleasure supporting MT into employment. It is incredibly rewarding to see how happy she is to have found a role, and I look forward to meeting her again soon to see how she is progressing.