



Gloria takes first steps to a new future

When Gloria Ullah lost her job after 26 years she was nervous about what the future held. She went to Jobcentre Plus and was referred to Future Pathways for support and advice.

Gloria met with an experienced nextstep adviser who supported her to identify the skills she had developed in her previous job which could be used in a new role.

The adviser recommended the First Step Engagement programme, which is part funded by the European Social Fund and the Department of Work and Pensions, run by Future Pathways in Leeds. Through the programme Gloria was assisted to:

- Identify her transferable skills,
- Build her awareness of the local labour market
- Develop her employability skills including:
 - creating a CV,
 - interview skills.

Gloria continued to be supported as she started applying for jobs. Initially she had a few unsuccessful applications and her adviser recommended that she completed an IT course and undertook some voluntary work to enhance her CV and broaden her skills.

Gloria's adviser continued to work with her and found a role as school escort which she applied for and was successful and was offered the job. Before starting the job she had to prove her ID with either a passport or driving license but she did not own either of these. She spoke to her adviser about the situation and her adviser helped Gloria to apply for a provisional driving license and secure the job.

Gloria said: "Jo, my adviser was really helpful. I had been nervous but Jo put me at ease and helped me realise the wide variety of jobs out there. I am doing a job I love and feel really positive about the future."

The First Step Engagement programme is free and delivered by expert careers advisers. Contact 0808 100 80 81 to find out if you are eligible for First Step Engagement and to find out more information.

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