



Care Worker - Case Study

When Tracey first approached nextstep in Hull she was interested in applying for positions as a care worker and felt she needed advice to improve her CV.

Nextstep Adviser, Wendy Ward, worked with Tracey to look at her current CV and her goals for the future. While going through Tracey's CV, Wendy noticed that it did not include any work history. Tracey explained that although she had been working for past year her CV had been written prior to this and since leaving school she had spent 24 year raising 10 children and caring for her husband who had ill health. Tracey said she had low esteem due to her lack of work history.

Wendy explained to Tracey how she would have developed transferable skills from caring for her children and husband that would benefit her in applying for care worker positions. Together they worked on a CV which incorporated her transferable skills and showed how these would benefit a future employer.

Wendy advised Tracey about a local company, Baylea Homecare, that were currently recruiting for Care Workers. Tracey made another appointment with Wendy to go through the application form and apply for the job, cross referencing the CV they had written. Tracey hand delivered the application form with her CV and was thrilled when she received a phone call a few days later inviting her to an interview.

Tracey arranged to meet Wendy again to discuss interview tips and techniques. Following the session Tracey said "the session with Wendy was really useful and I felt much more prepared and calm for my interview."

Following the interview Tracey received a phone call to offer her a permanent position of part time care worker which she accepted.