



## Hi, my name is Scarlett.




I spent 12 months looking for a new role having previously worked in retail. I applied for lots of jobs where I didn't receive any feedback and didn't know where I was going wrong. I asked my work coach at my local Job Centre about the facilities operative programme and was signed up to the three-week training programme. The training covered a range of topics including customer service, health and safety, and computer awareness.

I was also given amazing advice and guidance on how to answer application form questions. I had good computer skills already and used these skills to strengthen my application form. Sending in the application form was the hardest part but I found it overall a good experience.

I was shown around as part of my induction by the training provider, so I had the opportunity for two site visits at Kendray and Fieldhead hospital to familiarise myself before attending my interview. I also visited the onsite Mental Health Museum when I was at Fieldhead. There was a lot of support available for staff.

Before my interview I prepared and was relaxed, but my nerves started to kick in. I did meet people on the training course, and this helped to remove some of my anxieties. I found out the following day that I had been successful in securing a position on the facilities operative programme.



I feel the scheme is beneficial and I am always telling people who I know are looking for a new role about it. My new role feels good as you get a varied experience of working in different areas across the Trust. I have lots of hobbies and interests – I like to draw; paint and design and I hope to use some of these at some point in the future.

