



Workable (NI)

Case studies

supporting people with learning disabilities in a wide variety of jobs

Susan's story

Susan is 19 years old and has a learning disability. She trained in childcare under the Jobskills programme but unfortunately was unable to gain employment in this sector. She liaised with the ESA who referred her to Disability Action under the Workable (NI) Programme. The ESA and Placement Officer from Disability Action met with Susan several times to complete a vocational profile which identified a work placement which best suited Susan's interest and abilities. The ESA and Placement Officer carried out a joint visit to a local college to discuss potential job opportunities. The HR Manager offered Susan a post as catering assistant in the student snack bar for a six month period.

Susan was initially very nervous and lacking confidence. She had not been in paid employment before now nor used public transport. She was worried about how she would travel to and from work. Her employer was keen to offer opportunities

to young people with disabilities but worried about how staff and customers would react and whether Susan's support needs could be met. Susan received regular onsite support from her Placement Officer at Disability Action and her colleagues received Disability Awareness Training to assist them with providing support to her in work. Her colleagues were reassured that the Placement Officer at Disability Action was available to offer expert advice and support on how to work effectively with Susan.

Susan has now been employed on a permanent basis. Her supervisor describes her as an excellent worker, her confidence has grown and she is much more relaxed and talkative. She travels to and from work independently by bus. She continues to receive support from her Placement Officer at Disability Action. Support is gradually being tapered as her confidence and skills develop.

David's story

David was employed by a large retailer for 12 years under the Employment Support Scheme. He has a learning disability which affects his ability to take instruction, feedback, cope with customers and co-workers. David had to leave his job but was very keen to get a new job. David was extremely anxious and upset about leaving his long term employment and was very nervous at the prospect of looking for a new job. He liaised with his Placement Officer at Disability Action and they both met with the Personal

Adviser in his local Jobs and Benefits Office. Together they applied for several jobs and David had a number of interviews. After three weeks of intensive jobsearching, David has been successful in securing employment with a local retailer and will receive support under the Workable (NI) Programme from Disability Action. This will include Disability Awareness Training for colleagues, one to one support and benefits audit. David is delighted at securing a new post.

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Graeme's story

Graeme was very keen to obtain employment and on leaving school he worked voluntarily for a local supermarket eight hours per week. The supermarket participated as an Employment Support host employer and contacted USEL to see if a support programme suitable for Graeme could be arranged. Graeme has a learning disability and poor speech. USEL and the supermarket agreed that Graeme would start employment working 16 hours per week

under Workable (NI). Graeme's main duties include shelf-filling and he has received job coaching by USEL to develop his abilities in relation to date rotation of stock items. USEL assisted Graeme to resolve social security benefit matters and to acquire Working Tax Credit. Graeme continues to receive enhanced supervision, mentoring from his work colleagues and he has made steady progress.

Lisa's story

Lisa was working as a shop assistant in a local shop under Employment Support. Unfortunately the shop premises were sold and Lisa was made redundant. USEL's Employment Services Officer (ESO) promoted Lisa to various other local employers and was able to secure a suitable job with a Supermarket under Workable (NI). Lisa has a learning disability and can easily get flustered and prefers not to undertake

check out operator activities. To assist Lisa with her induction USEL provided job coaching and with her permission provided Disability Awareness to her work colleagues. Lisa really enjoys her new job. Her work colleagues are all very supportive and she feels comfortable working in a team. Lisa is gaining in confidence and gradually being developed to undertake a wider range of duties.

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For further information

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