

KONNECT COMMUNITIES

1 TO 1 MENTORING CASE STUDY

James' Story

MAY 2021



BACKGROUND: James had a difficult childhood and had experienced multiple adverse experiences growing up. As an adult, James struggled with addiction to medication and physical and mental health issues, which impacted his ability to find work.

James came to Konnect via a referral to Konnect's Beyond Rehab Project in 2020. He engaged well with this project but required additional support. He was referred to the People Hub Project in February 2021.

KONNECT'S SUPPORT:

People Hub provided five months of support for James, helping him tackle several barriers which were preventing him from moving forward.

The initial mentor session allowed our Mentor (Lee), the chance to listen to James' story and build a better understanding of his background and aspirations to move forward. There were several barriers linked to his problematic living conditions, but it was clear that James was ambitious and wanted to take back control of his life.

James and Lee agreed on a plan to tackle the root cause of some of James' issues at home, with SMART targets to help ensure focus and drive. This helped James to work on the things that were within his reach and ability to influence and change.

KONNECT'S IMPACT:

James contacted the Council to arrange for the removal of several large appliances in his home that were no longer working. Lee arranged for James to meet with the local charity Good Old Furniture Available (GOFA), which sourced good quality home items including a fridge, washing machine, rugs, a bed and a mattress.

With the faulty items gone and new ones in their place, James was able to focus on cleaning his home. He felt confident enough to contact his landlord and discuss renovations. The landlord agreed to support James and organised someone to plumb his washing machine, repair the roof, decorate and supply bedding.

Lee also liaised with JobCentre Plus (JCP) and arranged for James to attend an IT course, which also provided James with a new tablet. He was able to use this tablet and his newfound skills to search and apply for jobs.

James has a new CV that reflects his skills, strengths and experiences. He now feels more confident in securing work.

"We are extremely proud of the effort James put into regaining control of his life and the distance he has travelled. James has demonstrated a newfound determination and focus, which will be clear to any employer James goes on to have interviews with."