

Our New Addition in the West Midlands - James



Article by:
Lea Fanara
Support Worker | ACH Wolverhampton w/ James



Are you enjoying being part of the team?

I love it. It has been brilliant working for Ashley Community Housing and the team here has been so welcoming and helpful. Everyone is positive and friendly and have been a great support. Also the team really want to help others.

Tell us about your background?

I have been working in the welfare to work industry for over 9 years mainly as a tutor and advisor, but before that I have been a branch supervisor for a car hire company and a retail manager for over four years in a jewellery shop.

Tell us about your new role and how you want to help?

I am a 'Training and Outreach officer' on the Building Better Opportunities contract with Community Matters which basically means I meet with people and offer any advice, support and training that they may need. If we cannot help them then I refer them to other external providers. This means I am not limited to what I can offer and I can find out more through networking and other schemes that can be beneficial. I will be delivering training on Driving Theory tests, Maths, Job club and also advise on what funded training opportunities are available. I just love the fact that the potential to help is endless.

Why is this important to you?

This is the best bit, as much as possible. This contract has some fantastic outcome targets that are focused around people, not numbers. In other words, I can generally make a positive long lasting improvement in someone's life and abilities without it just being about 'get a job'. What this can look like is helping them volunteer in a new career, signposting them on real career development and helping them build a better future for themselves.

What do you hope to achieve with ACH?



I just want to help, hopefully using the experience that I have gained over the years to correctly sign post others to where they need to be so that it will benefit them in the long term and not just a quick fix because it is a contract outcome. In answer to the original question, I want to achieve some real positive outcomes for our learners, making a generally good result for each person, not pushing them into any work.