



## Case study: Cardinal Hume Centre

Nick has a 10-year plus work history at a senior level (Director and Assistant Director) in both the public and charity sectors prior to receiving support from the Cardinal Hume Centre. He had successfully managed the development and roll-out of complex training programmes for hundreds of staff and most recently worked for North Middlesex University Hospital running all internal Education, Learning and Organisation.

However, due to public sector funding cuts in 2012, Nick himself became unemployed. Initially Nick thought this would be for no longer than a couple of months. He started searching and applying for suitable positions. However the days passed and by the time he had reached six months of unemployment, Nick started to lose motivation.

Nick says “I recall feeling very isolated in my job search. I had attended two short courses sponsored by the Jobcentre but I felt I gained little from both experiences. All this made me feel quite depressed, and I felt there was really no one with whom to share my feelings at the time. My Jobcentre Plus advisor offered a potential solution through the Cardinal Hume Centre Employment Team... I recall feeling quite uplifted that I may be able to resolve my current situation. I believed that the real added value of CHC lay in being offered a more focussed 1-2-1 relationship (that was longer than 1 day) with an adviser, who really got to know me.”

The team began by reviewing Nick’s transferrable skill set, updating his CV and exploring the job market with him. Together, Nick and his coach explored the potential for him to make a side-ways career move into the finance/banking or legal sectors which had more suitable vacancies. Eventually Nick’s openness to support and determination to get back to work started to reap reward with invitations to attend interview. However, the competition at his senior level was extreme, often involving formal presentations and intensive competency panel interviews. By this time, Nick had now been out of work over a year and the endless uncertainty was beginning to take its toll. He explains: “One by product of continuous job search is the frustration. This manifested itself in various ways.”

The CHC Employment team were by now all firmly behind him, recognising that it was just a matter of time before Nick would be back in work. To boost his confidence, they arranged for a member of SMT to mentor Nick and for a high-level mock interview with local employer Ridgeway Partners.

Jeanita, Nick’s CHC advisor explained “During our time working together, Nick proved to be an exemplary client showing excellent standards of professionalism and motivation towards achieving his employment aspirations. However, even the most confident of clients can lose hope and direction after time. Nick was always open and honest about how being unemployed was affecting him and asking for support when he needed it. This ensured that I was able to respond accordingly and do things like set up interview practice. “



Nick values the support he received, especially in one significant component: “Put simply I was being invited to take part. It meant so much to my self-worth and esteem that someone included me. The mock interview gave me direct feedback on how I used language in my responses and managed my non-verbal behaviour. One specific feedback was my regular use of “we” when describing my achievements, as I had always seen my success as a team effort.

Another was the mentoring discussion. Although my mentor expressed uncertainty about what he could offer, the mere fact that he created time for me, provided a skilled listening ear and gave me personal things to go away and think about was immensely powerful”.

Today, Nick is back in his element – a career man in a dynamic and demanding role. He says, “I am very pleased that I have secured both a job and a challenging role. I am very grateful for CHC and especially the Employment team, for rescuing me – in so many ways - from a situation I sometimes doubted I would ever rise above. Thank you.”

