

### **Fatima – Employment in Care**

Fatima was our first customer to gain employment through the current job vacancies we have in the care sector. The vacancies are part of a new process that has been set up in order to simplify the way carers are matched to jobs. The process involves creating an account online through a new system called ERIC (e-recruitment in care). The main benefit of this system gives the employee full control over the hours that they want to work and the types of tasks that they are happy to carry out. Each carer has a profile to complete where they can pick exactly how and what they want to do as part of the vacancies. The system then matches up available care jobs to the carer's preferences.

Fatima was part of our first group to apply for the vacancies. She was told about them by her friend who saw a flyer, and thought it would be the perfect way to increase her current working hours. Although she thought that the process would be complicated, she actually felt that she found it very easy to use and complete. She feels that the fact that you can simply choose exactly which times you want to work is a great advantage, especially for people who can only work at certain times of the day. She was also impressed at the ease of deciding the types of work she would prefer to do, as care work encompasses many different areas. For example this can range from tasks such as helping people get washed and dressed in the morning to helping them get their shopping in. As well as this Fatima is also impressed with the help, support and training that she received from Phoenix Training Services Ltd and their staff.

Phoenix Training Services Ltd is delighted that Fatima has gained employment through the care vacancies as we feel that she is an excellent advocate for the role and the work that it involves. Fatima is extremely overjoyed that she has been successful in the vacancies and recommends Phoenix Training to everyone. She said "I want to fly the flag!" to show exactly how happy she is to everyone.