

GIS Healthcare Traineeship Programme

Case Study – GIS Healthcare Traineeship Programme

Name: Iain

Age: 28

Disability/ Condition: Asperger's syndrome

Role: Trainee Administration Assistant, Iain started with GIS Healthcare on the Traineeship Programme in February 2018 in the finance and administration office.

Iain was working in a busy office environment; it was the first point of contact for visitors and the hub of the business for finances and processing all orders and invoices. The work involved sorting the post, internal and external, contact with partners and customers on the telephone and by email and supporting the team with all the administration processes. In addition Iain supported with the quarterly News letter, which I really appreciated Iain's keen eye for detail and accuracy! Iain had guidance from the Team Leader and support from the Team to understand what he needed to do. In addition to this he had support and training from the EDO (Employment Development Officer) Nicky Hughes. This entailed induction and work related workshops, employability skills and job club attendance, working closely with the EDO to find sustainable work, Iain was keen to find a challenging role and furthering his qualification's. Iain was determined and applied for several roles and apprenticeship opportunities, he was getting the interviews and passing all the assessment's, his biggest struggle was the interview and 'selling himself'.

The Struggles – One of the challenging and frustrating things for Iain was 'going for the interview' anyone who is on the autistic spectrum may know how difficult it is to talk to people you don't know and tell them how great you are!! However, Iain kept on trying and was getting more confident every interview he went for, he knew what to expect and was determined to secure a role, although he will tell you he didn't like the process!

Another struggle Iain had was call handling, with a busy office it was an essential skill, after a few months being in post Iain was encouraged and mentored in call handling until he felt comfortable. Now he is an experience, polite and efficient call handler and an asset in the team!

Achievements and progression - Iain has grown in skills, confidence and abilities since being in employment. Iain was a **Trainee Administration Assistant** within GIS Healthcare, he then had a Temporary role, helping the team as a **Administration Assistant**, then a vacancy occurred when we had someone leave, Iain applied for the role of **Administrator** and went for an interview and he was successful in securing the role.

Iain is in full time employment with GIS Healthcare as an Administrator. That is great progression and Iain has been with us for 3 years.

Iain has overcome his anxiety around the telephone calls and unknown scenarios and is an excellent call handler and an asset to the Administration team.

Iain has made some life style changes and commitments to make the work life balance work for him, he regulate how much time he spends 'gaming – on line' so he get enough quality sleep. He has moved from his family home to be closer to work and live independently.

Nicky Hughes

EDO – Employment Development Officer