



## Case Study - Joanne Mills

Joanne had been undertaking voluntary work for a period of time before joining the Hopeful Families programme, working for a community based organisation that supported people with their mental health. Joanne loved doing the job and wanted to gain a permanent paid job ideally working in the same sector and doing a similar role. She came to Hopeful Families needing some support to achieve her goal.

Joanne's family mentor provided her with plenty of information and advice on how to gain paid employment, coupled with some positivity! Joanne wanted to undertake a First Aid At Work course as well, as she felt having this qualification would aid her in progressing into work.

Unfortunately due to lockdown restrictions the First Aid courses have been unable to operate and Joanne hasn't yet been able to complete her qualification. She is made of strong stuff however and, powered by her positivity, Joanne soon managed to secure employment and commenced work in her chosen sector doing a job role that she wanted!

Her future goals are to grow and develop her new job role and to undertake the First Aid course at work, which her new employer has approved. When the course is able to operate again the company will be booking Joanne onto it and she'll have the qualification she has been so determined to get.

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**“My time on the Hopeful Families programme was very brief but I would like to say thank you and the support and commitment given was excellent. IO am sure our paths will meet in the future and I would recommend Hopeful Families”**

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Hopeful Families offers opportunities to build hope, confidence and skills for people who are not in work. It is funded by the European Social Fund and the National Lottery Community Fund.