

## Elizabeth has her new job all sewn up

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Despite limited vision and acute hearing loss, Stockport's Elizabeth Andrew has developed a winning approach that has seen her transform from frustrated job seeker to valued employee with My CSP, a leading administrator of civil service pensions.

Fifty-two-year-old Elizabeth was supported into her current role by Working Well (Work and Health Programme) which provides tailored support to individuals with disabilities and health conditions who are seeking employment.

“My approach throughout my life has been to identify my strengths and build on them,” explained Elizabeth, who is blind in one eye and is managing deteriorating hearing. “I am extremely good at lip reading and the internal telephone system also helps me to hear.

“Gradually, over time, I have taught myself to be a very patient person and this approach has helped me to overcome both professional and personal challenges,” she added. “I have come to relish detail, whether that's in complex administration work or one of my favourite hobbies - intricate Japanese embroidery.”

Working Well (Work and Health Programme) is an employment support scheme delivered in Stockport by Ingeus. It is an initiative commissioned by the Greater Manchester Combined Authority and receives support from the European Social Fund.

Following a referral from Tracy Lambourn at Jobcentre Plus, Elizabeth received support from specialist Ingeus key workers Benn Broadbent and Joe Dean. In addition to focusing on interview preparation, concentrating on the key phrases that interviewers often use, and job search activity for administrative vacancies, the Ingeus team also arranged for the Greater Manchester Fire and Rescue Service to repair Elizabeth's specialist smoke alarm for people with hearing difficulties.

My CSP, a Cheadle Heath-based company, was seeking to recruit a pensions coordinator and saw liaising with the Working Well (Work and Health Programme) as an opportunity to recruit a new employee with exceptional skills, who would also increase the diversity of their work force.

Elizabeth utilises the accessibility feature on her PC and much of her work involves receiving information via emails.

“I am delighted to be working again and I want to inspire other people who are looking for employment and have a disability or health condition,” commented Elizabeth. “I really feel part of the team and that my skills are valued and being employed means that I can start to save and plan again for the things that I like to do.”