

WORK UP EMPLOYMENT DESK USER MAP

Describe your idea with one concise sentence:

Work UP is an employability support service that links young people living in communities suffering from gang violence with opportunities to develop their employability and entrepreneurship skills, and get into work.

IDEAL USER

Name: Tavoy Mitchell

Age: 19

Profession: recent High School graduate

Any other key characteristics:

Tavoy had a reputation as a troublemaker in his community until he developed a whole new sense of discipline, focus and determination through boxing run by the UP programme at his local community centre.

Concisely describe what is happening:

Tavoy wants to be a champion boxer, but right now he wants to support his Mum with household running costs even more. He's never had a formal job before and his high school didn't really teach him how to get one (unless he missed that class because he was in detention?). Unemployment rates are high right now, especially among young people from his community, which many recruiters look down on as a ghetto and no-go zone. But Tavoy feels that if he could get some experience he would be able to impress any employer with his respectful approach and willingness to work hard - skills he's discovered, and mastered, through boxing.

#1 LINKING UP



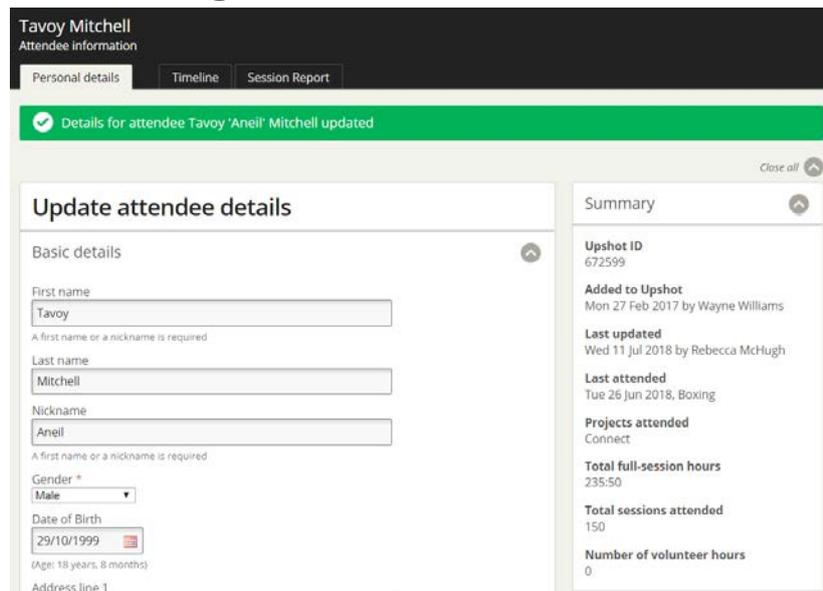
One day after boxing Tavoy asks his boxing coach for advice about getting a job. Coach points at a poster on the wall for Work UP - a new employability support service being launched at the community centre through the UP programme. The boxing sessions at the community centre are also part of the UP programme, so Tavoy knows that Work UP support will be available right in his community and provided by people who understand the challenges he and other young people face trying to get into work.

#2 SIGNING UP



Tavoy goes back to the community centre on Work UP day later that week and meets the Work UP employability coach. Coach asks him a few questions about his availability, responsibilities, interests, and goals and records his answers in the UP M&E system (called Upshot). Tavoy also completes surveys that capture more detailed information about his time at school, work experience history, and specific skills. The employability coach gives Tavoy information about upcoming training in CV and cover letter writing, and entrepreneurship. Tavoy joins the Work UP whatsapp group. The employability coach recommends registering for the mentorship programme, so he completes a mentor matching survey as well.

#3 Brushing UP



Tavoy Mitchell
Attendee information

Personal details | Timeline | Session Report

Details for attendee Tavoy 'Aneil' Mitchell updated

Update attendee details

Basic details

First name
Tavoy
A first name or a nickname is required

Last name
Mitchell

Nickname
Aneil
A first name or a nickname is required

Gender *
Male

Date of Birth
29/10/1999
(Age: 18 years, 8 months)

Address line 1

Summary

Upshot ID
672599

Added to Upshot
Mon 27 Feb 2017 by Wayne Williams

Last updated
Wed 11 Jul 2018 by Rebecca McHugh

Last attended
Tue 26 Jun 2018, Boxing

Projects attended
Connect

Total full-session hours
235:50

Total sessions attended
150

Number of volunteer hours
0

Tavoy returns to the Community Centre for Work UP the next week. His employability coach has used information from his registration forms to create a basic CV, which includes data from Upshot (the UP M&E system) about all the UP activities Tavoy has participated in, and times he's had paid and voluntary roles on the programme. Tavoy stays to use the Work UP computer to work on his CV based on feedback from the employability coach. There's a group workshop on CV writing later that afternoon, so Tavoy stays and gets feedback on his latest CV draft.

#3 SKILLING UP



Over the next few weeks Tavoy keeps up-to-date about training and work experience opportunities via the Work UP WhatsApp group, and develops widely-valued employability skills, such as time management, communication, leadership and professionalism, as well as targeted technical skills training required and requested by employers looking to rapidly onboard entry-level teams with specific knowledge and competencies.

#4 WORKING UP



His employability coach also finds opportunities specifically for Tavoy, based on his skills, experience and interests. These include volunteer, work experience and internship placements, as well as sessional and short term contract positions. Eventually one leads to a job! The employability coach follows up with Tavoy every 3 months after he starts work to see how he is getting on, and he knows he can drop into a Work UP session at the community centre any time. So he does.

#5 TEAMING UP



Tavoy and his mentor were matched and completed induction training 4 weeks after Tavoy registered, and they've been meeting monthly ever since. His mentor was supportive and motivating throughout training and work experiences, and helped with the challenges and disappointments you face getting into entry-level work in a difficult job market. These days when they catch up they discuss strategies for success in the world of work, and chuckle over experiences from their week that illustrate their shared conviction that offices are weird.

#6 SUMMING UP (THE END RESULT)



Tavoy's work experience helps him enormously on his path to greatness in boxing, starting by enabling him to support his Mum with household running costs. Being able to access boxing integrated with employability support in his community means he can fit appointments and training in around other responsibilities, such as looking after his younger siblings, and supporting junior boxing sessions at the community centre as Assistant Boxing Coach. The opportunities he hears about through Work UP are achievable and developmental, and often come through partnerships with employers specifically wanting to fill vacancies with young people referred by the UP programme.