

Mosaic

Clubhouse

Creating opportunities,
Realising potential



EMPLOYMENT HELP BOOKLET

Information to help you along your journey into work

by Mosaic Clubhouse

Download our free
help booklets
from our website at:
www.mosaic-clubhouse.org/informationhub

Jan 2022

MOSAIC CLUBHOUSE

65 Effra Road, Brixton, London, SW2 1BZ

T: 0207 924 9657

W: mosaic-clubhouse.org

E: infohub@mosaic-clubhouse.org

There are many organisations in London which can help you get into work.

They do this in different ways such as supporting you with job searching, putting together a CV, offering opportunities to develop your skills and build your confidence as well as interview practice and in-work support.

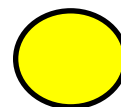
Thank you to the organisations and partners who have helped Mosaic Clubhouse members with their journey into work and in providing information for this help booklet.

We hope this booklet can help you as a guide in finding the job you are looking for!

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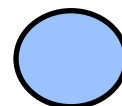
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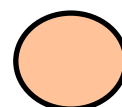
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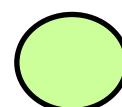
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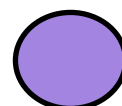
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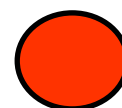
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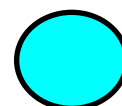
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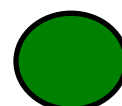
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COVID19—Jan 2022 Update

The Covid –19 Pandemic has brought huge challenges affecting the way many of us live our lives. There have been lots of changes to services with many having to switch to telephone and online support. Many educational courses are currently operating online and many job roles switched to home working.

We have updated this help booklet in January 2022 which we hope you find useful. As the situation continues to develop the information in this booklet many change so please double check service websites for the latest up-to-date details.

Lambeth Based Employment Organisations

The following pages list organisations based in Lambeth. Some of these also operate across neighbouring boroughs and/or across the whole of London.

Opportunity Lambeth

Is your job search in a slump? Do you feel lost and unsure about how to go about finding a job? Are you feeling anxious or lacking confidence in joining the workforce? If this is you, what are you waiting for? Check out [Opportunity Lambeth](https://opportunity.lambeth.gov.uk) today! Now is a better time than ever to kick start your career and revitalise your job search.



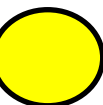
The Opportunity Lambeth employment portal has been created to help Lambeth residents into work. The site also doubles up as a free recruitment service for employers, where their job opportunities will be posted onto the portal, and suitable applicants will be forwarded to them for consideration.

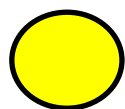
Opportunity Lambeth is the council's main employment service, and if they can't help the resident directly they will refer them to the most appropriate support. A dedicated employment team can offer one-to-one support, advice and guidance. They can provide individuals with opportunities to find a job, source training and the chance to learn new skills. If you're aiming to progress in your career, why don't you register today to kick off your job search and seize the opportunity.

W: opportunity.lambeth.gov.uk

E: OpportunityLambeth@lambeth.gov.uk

T: 020 7926 0500





Vocational Services—Lambeth

Our mission: is to help people find their own way forward, to improve quality of life and well-being, through the achievement of vocational goals.

Our projects:

Vocation Matters

Vocation Matters is a user-managed project offering time unlimited vocational information and support, that helps service users achieve their own personal goals. Including paid employment, voluntary work, education and vocational qualifications.

Clean and Care

Offers part-time paid work training. The main activity is a commercial carpet and cleaning service. The aim of the project is to help the workforce gain the necessary skills, confidence and references that are needed to obtain employment, or other socially inclusive activities.

Partnerships

We support a range of community groups to develop community inclusion projects. This includes partnership bidding and project management. We also host a voluntary sector employment project (STATUS Employment).

Vocational centre

We have an accessible and well- resourced building, where we co-produce innovative solutions and projects with service users. This includes an I.T. suite, training facilities and supportive office space.

Access: people in contact with adult mental health services can self- refer, or be referred by a care co-ordinator.

Address: Lambeth Vocational Services, 3-6 Beale House, Lingham Street, London SW9 9HG

T: 020 3228 6800

W: www.slam.nhs.uk/our-services/service-finder-details?CODE=SU0060



First Step Trust (FST) -

They provide a commercial environment which people can join, on a voluntary basis, to gain work experience, as well as confidence, skills and qualifications. We support people to fulfil their potential, contribute to their local community, and where possible, make the transition to paid employment. FST currently offer placements in the following areas; Catering, Front of house, Motor mechanics, customer service, office administration, basic finance, marketing and promotions and commercial gardening.

Our projects are SMaRT garage services (West Norwood) SMaRT futures (West Norwood) Abbevilles restaurant (Clapham Common) Gardening (Lambeth Hospital). As well as work placements we also offer a range of short courses that run throughout the year and are open to Lambeth residents with mental health problems or from disadvantaged backgrounds the current courses we have running are:

Driving Ambition – A theory course that breaks down the highway code and encourages people to learn road safety in preparation for a DVLA Theory test and practical driving lessons.

British Health & Safety Level 2 – accredited Health & Safety course. The qualification provides candidates with the basic knowledge and understanding of health & safety in the workplace.

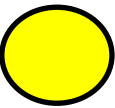
12 Modules of Motor Mechanics – in-house course that provides the basic knowledge of motor mechanics alongside health & safety within a garage environment. This course is both practical and classroom based.

10 Steps into Employment – this is a 10-week course that is combination of in-house courses as well as accredited courses and includes: CV Writing, British Health & Safety Level 2, Customer Service, Personal Presentation, Applying for Work (application forms / cover letters/ job search.)

Food Safety in Catering Level 1 & 2– accredited course the qualification provides candidates with the basic knowledge of food safety within the catering industry.

Interested in joining FST for a work placement or want more information about short courses we are currently running contact Harriet Tawari Learning & Development work on harriet.tawari@firststeptrust.org.uk or telephone: 0208 761 0076

For Lambeth residents aged between 18-30 that are interested in finding work within the hospitality industry we have a new project launching at Abbevilles in the evenings that will provide on the job training in cooking / front of house / event management / marketing & promotions as well as providing qualifications in Food safety Level 1 & 2 for more information or to take part in a placement please contact Katie Ryan Southern Regional Manager Katie.Ryan@firststeptrust.org.uk



SRA (Southside Rehabilitation Ltd)

Assists people, who have experienced a mental health problem, to recover, manage their lives and engage in activities such as adult education, volunteering, open employment and various leisure activities. In addition to improving IT skills and knowledge, we run a variety of social enterprises where people can gain real work experience:

At West Norwood:

The Copyshop
Southside Catering
Admin Services

At Camberwell:

Cleaning

We would like to show you around and tell you a bit about us. Just give us a ring and fix a date. If you decide we can help you, you can refer yourself or get someone such as your GP, Care Coordinator or Housing Worker to refer you. Once we receive your application, we will give you a start date within a week and you can decide with your keyworker here which days you will attend. In order that we can make some impact on your life, we ask that you do a minimum of 4 half days a week once you start. Once your confidence and concentration has improved, we will set some goals with you that will reflect where you want to go in life. Our programme includes activities on our site, and activities, such as courses, off site with our support.

Contact Details

T: 020 8766 6688

E: Stephanie Correia
stephanie@sra-ltd.co.uk

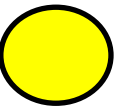
W: <http://www.sra-ltd.co.uk>

Address:

SRA, 45 Knights Hill,
West Norwood, London
SE27 0HS



SRA, Units 2-5 Artichoke Mews, Artichoke Place, Camberwell, London SE5 8TS



Status Employment

STATUS Employment

Offers access to employment support for people who are ready and wanting to obtain competitive employment. Support includes identifying jobs, CV preparation, interviewing support and job retention support whilst in work. And also they have some useful links on their website to other organisations: <http://statusemployment.org.uk/links.html>

The address for the Lambeth office is: 3-6 Beale House, Lingham Street, SW9 9HG

T: 020 3228 6826

E: paul.goddard@slam.nhs.uk

W: www.statusemployment.org.uk



Tree Shepherd

Offers support in setting up your own business or local enterprises.

Address: Tree Shepherd, Greenleaf Close, GLOWS 1a SW2 2HB.

T. 020 3948 3020

W. treeshepherd.org.uk

Offers support in setting up your own business or local enterprises.



High Trees Community Development Trust

The High Trees Employment and Careers Support Service offer support to clients by building confidence, providing advice and empowering people. Community Learning and accredited training courses, employment support, volunteering opportunities and work placements schemes. They run an Employment drop-in, in which they can help with CVs and interview practice. They run lots of different courses including ESOL and IT.

W: www.high-trees.org/

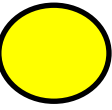
E: admin@high-trees.org

T: 0208 671 3132

Address: St Martin's Learning Centre, 220 Upper Tulse Hill, London SW2 2NS



Waterloo
Job Shop



Waterloo Job Shop

The Waterloo Job Shop, run by South Bank Employers' Group, supports the community by raising residents' employment aspirations and helping more of them to get jobs or to start their own businesses. Based in York Road, near Waterloo Station, the Waterloo Job Shop informs residents of the employment opportunities available in their neighbourhood and supports them to apply for and secure these jobs. Our dedicated employment advisors offer help with applications, coaching on interview techniques, and pre-employment training.

A new programme, Journey2Work, offers individual, ongoing support to job-seekers aged 50 or over. The Journey2Work programme supports all those eligible – residents of Lambeth, Lewisham and Southwark aged 50 or over and out-of-work for six months or more – to help them overcome barriers to taking up jobs. With support, older job-seekers can access the many jobs created in South Bank in beyond, helping employers facing recruitment challenges.

Under the programme, the Job Shop's employment advisors support older job-seekers to find work by using connections with local employers – South Bank Employers' Group members. It also helps those supported to create professional CVs and to improve their interview techniques and provides on-going mentoring once they secure employment.

T: 020 7202 6930

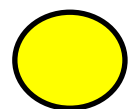
E: waterloojobshop@southbanklondon.com

W: <http://www.sbeg.co.uk/work/waterloojobshop>

Address: Waterloo Job Shop, 114-118 Lower Marsh, London SE1 7AG

London Employment Organisations

These organisations operate across different boroughs in London including Lambeth.



Thames Reach Employment Academy

The Employment Academy helps people in the local community to find work and access training. The Employment Academy is a hub of services helping people back into work. They offer courses in digital skills, painting & decorating, reading and writing skills. Free for anyone to access.

Address: Employment Academy, 29 Peckham Road, Southwark, SE5 8UA

T: 020 7702 4260

E: enquiries@thamesreach.org.uk



Renaissi - Journey to Work Programme (For over 40s)

Journey2Work provides employment support for people aged 40 and over. The programme has been designed to help older people who are unemployed to overcome barriers to move into sustainable employment, from help with updating and writing CVs and applications to job hunting, benefits, starting your own business and beyond.

W: www.renaissi.com/job-seekers/

E: employment@renaissi.com

T: 020 3418 0420

Address: Unit 13, The Stableyard, Broomgrove Road, London, SW9 9TL



Skills centre

Is a training and assessment provider specialising in construction apprenticeships, pre-employability programmes, NVQs & short courses. The skills centre are based in different locations across London including Brixton.

W: theskillscentre.co.uk/locations/brixton

E: info@skillcentre.co.uk

T: 020 3621 1940

Address:

10 Somerleyton Road
Brixton
London

Peer Circles

Peer Circles

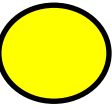
Peer Circles works across London helping severely disadvantaged people such as those experiencing complex mental health problems, those with a history of substance misuse or other significant barriers, to access training, volunteering and employment opportunities.

W: www.stgilestrust.org.uk/page/peer-circles

E: peercircles@stgilestrust.org.uk

T: 020 7708 8000

Address: St Giles Trust, Georgian House, 64-68 Camberwell Church Street London SE5 8JB



The Bridge at Waterloo

Provide a course that focuses on increasing the core skill sets of individual participants. Giving them increased confidence across the following: CV writing and compositions, job searching and application forms, confidence building & interview skills, effective communication & conflict management, time management & the importance of professionalism.

T: 0207 633 9819

W: www.bridgeatwaterloo.org/



Groundworks London

Runs local initiatives with housing associations, major employers, schools and colleges and also run major programmes on behalf of local and national government to support unemployed people into work.

T: 020 7922 1230

W: www.groundwork.org.uk/



Mind the Gap

Run by Nacro they offer employment support and training in the construction industry or people with convictions.

T: 0845 600 3194

E: employeradvice@nacro.org.uk



Bounce Back

Bounce Back is a training provider delivering programmes in a wide variety of construction industry skills including Painting and Decorating, Dry Lining, Scaffolding and Aerial Window Cleaning. Our focus is on getting people into paid employment in the construction industry.

W: bouncebackproject.com

E: info@bouncebackproject.com

T: 020 7735 1256



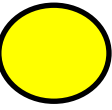
Step Ahead

As a specialist recruiter and training company they have a very wide range of temporary, contract and permanent positions within the Not-For Profit, Education and Public Sectors as well as a number of commercial positions in care, retail, visitor attractions and security. You can search for vacancies on their website.

W: www.stepahead.co.uk/

T: 020 7400 6260

Address: 235 High Holborn, London, WC1V 7LE



Love London Working

Is a training and employment programme helping unemployed people over the age of 16 into work. No matter how long you have been out of a job or what barriers to work you may be facing, such as health, disability or single parenthood, their team can assist you. They will support you all the way offering training opportunities to financial support through to developing key skills like IT and work-related training. They also provide individual support with job applications, CV writing, interview practice and have a wide variety of jobs and work placements ready for you to apply to across London.

W: www.lovelondonworking.com

T: 0300 100 0310

E: customerservice@affinitysutton.com



GetSet

Offer you a suite of support depending on how close you believe you are to returning to work. You will have a dedicated specialist employment advisor that will work with you to support your journey into work. They can also offer access to free training, access to exclusive vacancies, soft skills building, housing and childcare advice. Health and wellbeing plans. Their Family Works Programme provides specialist support to families that are experiencing challenging issues. Participants will work with a dedicated key worker who will support them to work through a number of barriers that may include health issues, convictions, issues with their children and domestic violence. In conjunction with local Authorities, Jobcentre and a range of community associations, support is delivered to assist customers into sustainable employment.

T: 0203 735 8955

E: info@getsetuk.co.uk

W: www.getsetuk.co.uk/

Address: 2nd Floor, 250 Kennington Lane, London, SE11 5RD



Employment &
training

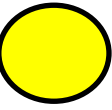
Twin Employment & Training

Twin helps jobseekers get back into work with support, employability workshops and help with job applications and interviews.

W: <https://www.twinemployment.com>

T: 020 8269 5770

Address: 12 Lambard Square, 1st floor, The Greenwich Centre, SE10 9GB



Share Community

Work with disabled people (including those with learning disabilities, physical/sensory impairments, autism and mental health needs) to help them live more independently. They provide training and employment support. Programmes include independent living skills, basic skills, digital skills, horticulture, catering, food hygiene, arts & crafts and a specialist employment project for people recovering from long-term mental ill health. Many of the courses are accredited. Based in Wandsworth, but they also operate in surrounding areas including Lambeth and Southwark.

Address: Share Community

64 Altenburg Gardens

London, SW11 1JL

T: 020 7924 2949

E: info@sharecommunity.org.uk

W: www.sharecommunity.org.uk

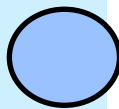


Mosaic Clubhouse

A Members' Journey



For many members joining Mosaic the prospect of going straight back into work may seem daunting. You might want to work towards employment gradually using the support of Mosaic. One such approach is what Jane did over a number of stages.



Tasks in the Clubhouse

Jane became a member. They began by getting involved in tasks in the clubhouse. This included making a poster for the newsletter, answering calls at reception and serving customers in the café. This helped them develop their skills and confidence.



Training & Courses

Whilst at Mosaic they took part in a customer services course. This helped them feel less anxious when talking to people.



Transitional Employment Placement (TEP) - (Paid Work Placement)

Jane then did one of our paid part-time work placements. It was a reception role at a local NHS office. Mosaic staff supported Jane throughout this nine month placement. This gave Jane the experience of being in a real working environment and something to put on their cv.



Supported Employment

Jane applied for a reception supported employment role as they felt ready to take on more responsibility. Mosaic worked with the employer to provide support where necessary.



Independent Employment

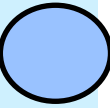
Jane then secured their own job where mosaic did not have a connection with the employer as they felt ready to be more independent. However they knew support was always available from Mosaic if they needed it to stay well and in work.





Mosaic Clubhouse

Internal Support



The Employment & Education unit provides one-to-one and group support for members who want to access employment; this includes:

- Help with CVs,
- Application Forms,
- Interview Practice,
- Signposting Interview Clothes
- Job & Course Drop-In and Job & Course Bulletin

We frequently have employment-focused internal activities, as well as external organisations delivering employment and educational events. We work in partnership with lots of organisations such as Pret. You can earn a food hygiene and first aid certificate at Mosaic.

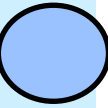
Make sure to sign up to the **Job & Course Bulletin**, which comes out every week. Keep an eye on our 'in the mo' newsletter. We also have information in there about employment opportunities.

Developing Skills at Mosaic Clubhouse

There are plenty of opportunities to develop your skills at Mosaic Clubhouse through unit work.

In the **Employment, Education & Information Unit**, you can develop your skills in:

- Creating CVs and preparing for interviews
- Promotional and marketing activities
- Research
- Preparing and leading workshops
- Information Technology and website updates
- Peer support
- Data input
- Editorial, formatting and design activities
- Communications
- Marketing presentations
- Digital skills through the digital inclusion project



Business & Admin This is an excellent unit to work in if you're keen on clerical work, want to develop your computer skills, or if you ultimately want to work in an office with a fun and vibrant team.

What we offer

- Reception training
- Real reception desk work experience
- Statistical work & data entry experience
- Basic website editing skills
- Learn how to effectively use social media (Facebook, Twitter & Instagram)
- Photography, videography & video editing
- Learn how to make PR materials and much, much more!

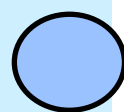
The **Café & Garden** unit provides the opportunity to help:

- Run a Café selling snacks, sandwiches, hot and cold refreshments
- Cook a main meal each day with three main options, a meat option as well as vegetarian and vegan dishes
- Cater for events in-house on a weekly basis
- Maintain and clean the building
- Work towards a Food Hygiene certificate
- Upkeep the gardens

What We Offer

- Customer service skills
- Till training
- Catering experience
- Cooking skills through in-house workshops
- Healthy eating awareness workshops
- Food budgeting
- Grocery ordering, both online and via trips to suppliers.
- Real-life work experience through participation in TEPs
- Gardening and maintenance skills

Transitional Employment Placements (TEPs)



Our employment placements, part-time paid jobs which all Mosaic Clubhouse members can try out – these include office work, reception work, kitchen portering, gardening, cleaning and data entry. Some of our TEPs are currently with the following employers:



If you are an employer interested in offering a TEP please get in touch with our Employment & Education Unit.

If you are a member and want to know more about doing a TEP, see our TEP folder in the E&E unit. Also, chat to the placement manager to let them know you are interested.

Where to Begin?

Job Searching



Where to look for vacancies

There are a number of ways of searching for job vacancies, it's just about knowing what and where they are. Tracking these sources down is just one of the many vital stages in your job search process, particularly if you are unsure of the kind of job you are looking for.

National Careers Service

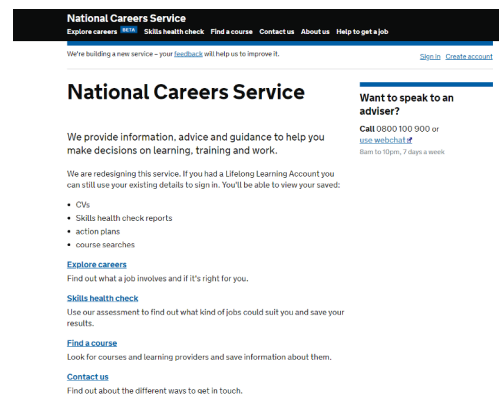
The National Careers Service website provides information, advice and guidance to help you make decisions on learning, training and work.



The website career tools can help you find details on courses and thousands of different jobs.

This website is a good place to start if you are not quite sure what career you would like to go into.

Mosaic Clubhouse can refer you to a National Careers Advisor. You can book a telephone advice appointment through asking a member of staff in E&E.

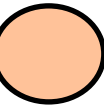


Internet



Most job opportunities are advertised online these days. The following pages will list some of the main job searching websites. Lots of organisations will also post job vacancies on social media such as twitter or facebook.

Local, Regional, and National Newspapers



Try the local papers who usually advertise local vacancies or the nationals who usually have one day a week focusing on jobs. Look at newspapers' websites for more regular updates – many have a specific section devoted to job vacancies all around the UK.

Trade Magazines & E-Newsletters



There are numerous specialised trade magazines available from newsagents and your local library. You could also sign up to receive E-newsletters. Different sectors often advertise roles in E-newsletters.

Personal Contacts



Who do you know that might have or know of a job vacancy that you could apply for? What about neighbours, friends or relatives? Make a note of anyone you think could help. Decide how to get in touch; in person, on the phone, or an email.

JobCentres



It is worth visiting the local JobCentre at least once a week for local job listings.

Speculative Emails



If there is a lack of vacancies in your skill area, use the speculative approach and contact companies within your skill area that are not advertising. Make a list of the companies you are interested in working for and send them a speculative email with your CV.

Speculative Telephone Calls



Telephone an employer and enquire if there are any vacancies.

Shop Windows / Community Notice Boards



Keep an eye on local shops who often advertise by placing cards in their windows as well as community notice boards.

Researching Jobs Fairs

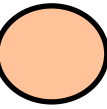


Local jobs fairs are a useful means of providing information on current job opportunities. Jobs fairs host a wide range of local and national employers from all different job sectors, who are there both to provide information on their company, and to look for potential employees. These fairs are a good opportunity to see what's available to raise your profile, and to network with others. You should research and diarise the job fairs taking place over the next few months. During Covid some job fairs have taken place online or through social media.



Top Job websites!

General Job websites



Indeed

One of the biggest general job search websites with opportunities in many sectors

<https://www.indeed.com>

Gumtree Jobs

Good for a wide range of jobs, including local and part-time ones

<https://www.gumtree.com/jobs/>



Jobs Today

General job search website with a range of vacancies (not to be confused with 'Job Today')

<https://www.jobstoday.co.uk/>



Fish 4 Jobs

General Job Search website with a range of jobs

<https://www.fish4.co.uk/>



Guardian Jobs

General Job Search website with a range of jobs

<https://jobs.theguardian.com/>



Volunteering

Do it (volunteering)

A big range of volunteering opportunities in many kinds of organisations

<https://do-it.org/>



Also, see the **Charity Job** website (on the next page) for volunteering positions

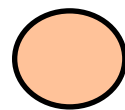


Specialist Job Websites

Timewise Jobs

Part-time jobs and roles that are open to flexibility, for people with skills and experience

<https://www.timewisejobs.co.uk/>



Charity Job

A range of job types and volunteer roles in charities, the third sector and not-for-profit organisations: <https://www.charityjob.co.uk/>



Job Today

A range of jobs in many sectors, with a Job Today mobile app available, as well as the website: <https://jobtoday.com/en/>



Secs in the City

Specialist job site for PAs, secretaries and office support professionals
<https://www.secsinthecity.co.uk/>



Battersea Base Academy

A range of job opportunities connected to the Battersea Power Station developments

<https://baseskillsacademy.co.uk/your-recruitment-journey/>



Caterer.com

Search for jobs in hospitality, including hotels, restaurants, pubs, bars and food services
www.caterer.com

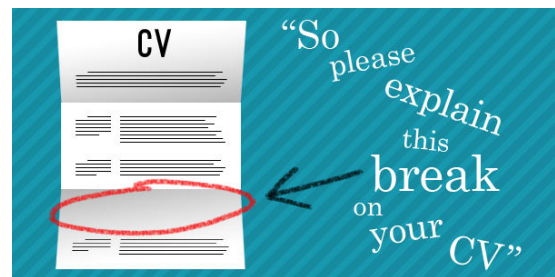


CV

Explaining Gaps In Your CV

The charity Mind have found that 1 in 6 employees suffer stress, anxiety or depression. You might have gaps in your CV where you had to take time off work because of mental health. You might be worried about how you explain this to a potential employer. It's important to remember that the 2010 Equality act helps protect job applicants against discrimination, by disallowing questions about candidate's health record before offering job. There might be some exceptions, with some roles needing to know health conditions in advance. Employers have a duty to make reasonable adjustments for people who disclose a disability, which is protected under the Equality Act.

What could you say in your CV or job application?

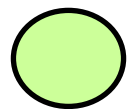


- Try writing a functional CV, that focuses on your skills and achievements rather than where and how long you have worked.
- Emphasise you are eager to get back into work and how experience off work has allowed you to grow.
- Those gaps demonstrate you are willing to overcome adversity and take personal responsibility.
- You don't need to mention health on your CV as a reason for leaving previous employment. (In application forms, where not filling in a field can be more problematic, you can offer "personal reasons" to explain why you left a job).
- You can claim "personal reasons" for leaving a role, but frame these positively in the context of what you're now applying for. Focus on your reasons for wanting the role, and how your skills and talents would enable you to make a contribution.
- You can use your cover letter to explain you had time off due to health reasons and that now you want to resume your career.
- Emphasise other activities, e.g developing skills.
- Start with a strong profile section that summarises your key strengths and selling points.
- Write a skills section (that matches the skills requirements of the job).

Your goal in doing this is to impress an employer with your relevant strengths, experience and achievements, so that despite a lack of employment dates, you're still a strong candidate for interviewing.

Disclosure

Even though you might feel embarrassed about disclosing a criminal record, remember that you are not alone and many people of working age have at least one conviction and many more have cautions, reprimands and final warnings. The employers are likely to have come across criminal record disclosures before.



You should not include any information about your criminal record on your CV. If you have gaps in your employment history, which are due to time in prison, and you are not asked directly to write about your criminal record in your application, you could explain these gaps by stating that you were **'unavailable for work'** at a certain period in time.

Remember: if you are not asked for a criminal record declaration directly, then there is no need for you to disclose this information at this stage. But you must be prepared to answer fully and honestly if you are asked, at interview, to explain what you mean by 'unavailable for work'.

The Nacro website and helpline provides lots of really helpful advice on disclosure of criminal records.



NACRO

Provide practical advice for people with criminal records.

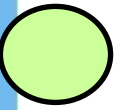
T: 0300 123 1999.

E: helpline@nacro.org.uk.

W: www.nacro.org.uk

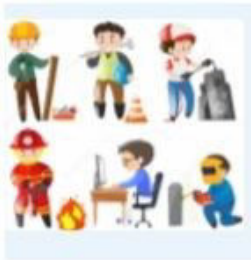


Top Tips for your CV



01

Think carefully about the layout and presentation. Keep it concise, no longer than 2 pages



02

Tailor your CV for every job application



03

Write a powerful personal statement



04

Use Action Verbs and avoid clichés



05

Correct errors and mistakes

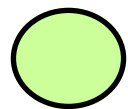
CV Example 1

Henry Tyler

Birmingham, BE7 8TP

henryjuliantyler3@Lmail.com

0798 993 28xx



Personal Statement

I have recently completed a gardening apprenticeship at the Battersea Garden Centre. Throughout my horticultural education, I have developed a passion for gardening. I would therefore like to gain employment as a gardener.

Work Experience

Gardening Apprentice

August 2014 - August 2015

at Battersea Gardens

Planted, cultivated and maintained plants across site. Gritted in snow and ice. Kept equipment and pathways tidy. Assessed any risks, which may be posed to the garden users.

Training

Apprenticeship in Gardening Level 4

August 2014 - August 2015

at Battersea Gardens (with the British College of Gardening)

Health & Safety Training Level 2

September 2014 (4 weeks)

Education

Master of Horticulture degree

September 2011 - July 2014

Royal Horticultural Society College

Hobbies and Interests - Gardening, Landscape design, swimming

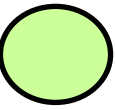
CV Example 2

JADE SMITH

London, SW4 3HP

jadesmith678@hopmail.co.uk

07915 632 XXX



Personal Statement

I am incredibly hard working, motivated and passionate about great customer care. I am looking to use this natural ability of mine in a receptionist role. I have 22 years in various customer-facing roles and am currently working as a PA and Administrator at The Living Well Network Hub.

EMPLOYMENT SKILLS

Customer Service

Dealer

2005 - 2007

The Park Hotel (Mayfair)

- Coordinating fast-paced, high monetary value games
- Creating and maintaining strong business-client relationships
- Managing high-powered players, ensuring their demands were met
- Resolving conflicts, where financial losses could be significant
- Ensuring all legal regulations were adhered to, i.e. money laundering and safeguarding of vulnerable people
- Ad-hoc staff tasks, e.g. covering reception

Supervising and managing staff

Inspector / Dealer

2007 - 2012

The Genting Casino (Marble Arch)

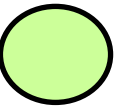
- Managing and supporting staff in their roles
- Ensuring all monetary transactions were correct
- Interacting with players, explaining about the different games and odds
- Ensuring all customers were happy and satisfied with their experience
- Identifying and helping vulnerable people, and applying the drinks policy
- Fire Marshall duties, keeping up to date with the fire regulations for the premises

Administration

PA / Administrator

2015 - present

- The Living Well Network Hub (Lambeth)
- Collate information and produce photos for staff member profile
- Assemble staff profiles in reception area to visually communicate to clients
- Generating ID badges
- Promoting and raising awareness of the service at GP practices in Lambeth to introduce to potential new clients
- Welcoming and introducing clients to the relevant health professionals
- Inputting clients information onto the NHS database
- Enquiring into and retrieving client history to ensure complete and accurate files
- Managing case-sensitive letters and preparing them to send out



Qualifications

- 8 CSE qualifications, including Maths and English

Work –based training and experience

- Two-day off-site Customer Service and Self-Presentation course
- Money-Laundering legislation updates
- Social awareness for vulnerable people
- Self-Defence (for customer and staff safety)
- Fire Marshall officer
- Sat on interview panel to assess suitability of job candidates for local charity

Interests and hobbies

I enjoy running and other sports activities. I love music and meeting different people.

References

Available on request

Cover Letter Tips



Keep your cover letter brief, while making sure it emphasises your suitability for the job. It can be broken down into the following sections:

First paragraph - the opening statement should set out why you are writing the letter. Begin by stating the position you're applying for, where you saw it advertised and when you are available to start.

Middle paragraphs - you should use the next two or three paragraphs to explain: what attracted you to this vacancy and type of work; why you're interested in working for the company; and what you can offer to the organisation. Demonstrate how your skills match the specific requirements of the job description.

Last paragraph - use the closing paragraph to indicate your desire for a personal interview, while mentioning any unavailable dates. Finish by thanking the employer and say how you are looking forward to receiving a response.

Crucially, the cover letter is your chance to really shine. It is about showing the employer why they should hire *you*, what you could bring to their organisation, and why specifically you want to work for *their company*.

Most employers will ask for cover letters and CVs to be sent by email. It is rare that employers will ask for postal applications.

Dos and Don'ts

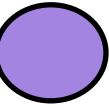
Do...

- Always put the name of the recipient (if you are not sure, ring and ask)
- Include reference numbers of a job. Unless you are sending a speculative email.
- Check spellings
- Keep it neat and clean
- Keep a copy. This should automatically be saved in the 'sent' folder of your emails.
- Include your contact details.
- Tailor it to the specific company where you are applying for a position.
- Remember to attach your CV to the email.

Don't

- Use abbreviations or slang
- Apologise for anything
- Be long-winded
- Forget to check it through thoroughly before sending (ask someone else to proof-read it before you send it).
- Copy and paste another cover letter you have written for a different job/company

Cover Letter Example



Kate Rice
Personnel Manager
Fenmans
Canterbury CT1 2HX

Dear Ms Rice

I am starting my second year at the University of Kent and am seeking part-time work for the coming year. I am particularly interested in working for Fenmans as this is a busy, prestigious store where I could make use of my experience in working with the public and my Spanish and French language skills.

As you will see from my CV (please find attached), I have considerable customer service experience through my Saturday position at Asco and my work as a waitress last summer. These posts gave me experience of working quickly and efficiently in a busy environment and I enjoyed the face-to-face contact with customers.

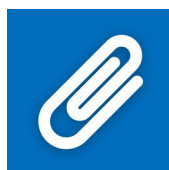
I would be available for work at weekends and on Tuesday or Thursday afternoons during term time. During vacations I would be able to work full-time if required and would also be available to work in the evening when Fenmans opens late during the Christmas shopping period.

If you do not have any current openings, I hope that you will be able to keep my application on file for future reference.

Thank you for taking the time to read this application and I look forward to hearing from you.

Yours sincerely
Joanna Andrews

REMEMBER TO ATTACH YOUR CV





INTERVIEW TIPS



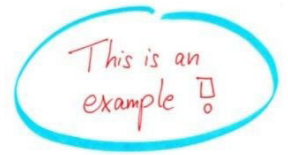
PREPERATION

Do as much research on both the company and the role before you enter the interview.



BE POSITIVE

Highlight the positives in difficult situations you have overcome and how you learned from the challenge.



GIVE EXAMPLES

Give specific detailed examples in each answer to show you have a particular skill.



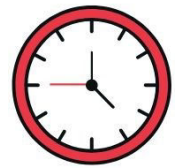
DRESS SMART

If you're the best person for the job, prove it and dress your best.



SMILE

As soon as you meet your interviewer give them a warm smile and give full eye contact.



BE EARLY

Shows you are keen for the role and good at timekeeping.



MOBILE OFF

Before you enter the interview make sure your phone is switched off.



FIRM HANDSHAKE

Shows that you are confident and capable. But don't overdo it!

BODY LANGUAGE

Sit up straight, nod whilst they are talking to you and always keep eye contact. This will show you are interested.



SPEAK CLEARLY

Take your time to think before you speak. Clarify the question, if needed.

QUESTIONS

Prepare for the questions. Practice answering and write down what you might say.



Interview Practice

If you are a member of Mosaic Clubhouse we can help you with a mock interview, just ask the E&E unit.

How to Approach Interview Questions

Most interview questions will ask you about the following:

- Your experience
- Your responsibilities in your last job
- What problems you have encountered in your work and how you have overcome, or compensated for them
- What you do well
- What your career objectives are
- Why you wanted to leave your last job
- Why you want this job
- What your strong points are
- Why they should employ you

How to Answer Interview Questions

Make the interviewer's task as easy as possible.

Consider the interviewer's position – it is possible that you will be having an hour long interview with them, but they might be spending days interviewing a series of people.

Interviewers Like:

- People who listen
- People who answer questions with examples
- People who come prepared
- People who appear to be confident

Avoid:

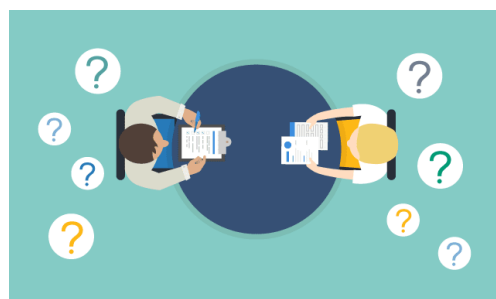
- Criticising former employers
- Drawing attention to your weaknesses
- Saying anything, which may be seen as inappropriate, joking, swearing, or being over familiar with the interviewer.

When looking through the questions, look for the connection between the question and the information that the interviewer is looking for, and make sure to answer the question directly.

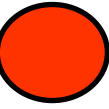
Telling an interviewer about yourself, why you are interested in the job and what you can offer can be harder than it sounds.

“Why are you looking for a job?” / **Bad answer**, *“I need the money”*

Keep the answer positive in terms of where you want to go – not what you want to get away from. **Try going through the questions on the following pages.**



20 MOST COMMONLY ASKED INTERVIEW QUESTIONS



Tell me about yourself

Why should we choose you for this job?

What are your weaknesses?

What are your main strengths?

Where do you see yourself in 5 years time?

Why do you want to work here?

Why are you leaving your current position?

What motivates you?

Do you prefer working by yourself or in a team?

What are your hobbies outside work?

What are your salary expectations?

Tell me about a challenging situation and how you overcame it

Tell me about an achievement you are proud of?

What would your colleague say are your best qualities?

What do you know about the company?

Why is there a gap in your work history?

What experience can you bring to this job from your previous role?

What makes a good team leader/manager?

How do you deal with pressure at work?

What do you consider to be your biggest failure?

Using the **STAR Technique** (Situation, Task, Action, Result) is a great way to answer many interview questions especially when you are asked to give examples. It is a good method to structure your answers as well as highlight particular skills and qualities you have that the employer is looking for. There is plenty of information and advice on using the STAR technique. Check out the following website for further info:

uk.indeed.com/career-advice/interviewing/star-technique

Interview Clothes



Before you say a single word to the interviewer, you have already made an impression based on how you're dressed. Every company has a different dress code; how you dress at the job may have very little to do with how you dress for an interview. There are some charities in London that provide free clothes for job interviews. **Please note most of these organisations you will need to be referred to.**



Dress For Success—London (Female Only)

You can be referred to them ahead of a job interview. They will provide you with free interview clothing as well as interview preparation and training as part of one appointment. Their stylists will provide you with an outfit as part of a personal styling session, taking into account the nature of the work that your interview is for. They can offer a mock interview tailored to the specific role you are being interviewed for.

T: 0203 773 7279

W: www.dressforsuccessgl.org



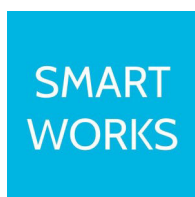
Suited & Booted (Males Only)

Similar to dress for success but for men. You can be referred for a dressing session as well as some thoughtful advice, interview training and support.

W: www.suitedbootedcentre.org.uk

T: 07808 531 654

E: info@suitedbootedcentre.org.uk



Smart Works (Female Only)

Is open to any unemployed woman who has a confirmed job interview. They can provide clothes and one-to-one interview practice.

T: 020 7288 1770

E: london@smartworks.org.uk

W: smartworks.org.uk

HANDLING REJECTION



Ask For Feedback

If you are unsuccessful in your application, ask for feedback as to why you were not selected. Find out what you can do to improve, and how. This will help your development and give you advice for next time. By demonstrating that you can handle such situations positively, the employer may remember you for the future, or pass your name on.

Stay Motivated

Looking for work can be a difficult and exhausting experience. Try not to let the process get you down.

Stay Professional

If you have not been successful, take feedback about your CV or your interview performance as politely and positively as you can. Feedback will allow you to learn from your mistakes and improve your performance for next time.

Don't Take It Personally

The best and most successful people in the world have been turned down for a job in their past. Employers are anxious too, they spend lots of money on recruitment and they are looking for the right people to fill those roles.

There Is A Job Out There For You

You will find a role for you out there, be patient and never give up!

Ask for Help

There are plenty of organisations around, including Mosaic, who can help you with your job search so you are not alone.

Coping With Change

In-work support

Many people will find going to work good for their mental health. You could find that work could sometimes have a negative impact on your mental health. This could be for a particular or number of reasons such as stress or relationships with colleagues.

There is support to help you and steps you can take to address these problems. The Equality Act and Disability Discrimination Act protect people from harassment because of a protected characteristic. This means that employers have a duty to address bullying and discriminatory behaviours relating to mental health just as they would for other protected characteristics such as gender, sexual orientation, race or faith/belief.

Asking for Reasonable Adjustments

A disabled person is entitled to ask for reasonable adjustments to their job or workplace to accommodate their disability. An adjustment is intended to level the playing field by removing a barrier to the job that is provided by the effect of their health condition. This includes mental health.

Examples of reasonable adjustments:

- Changing a person's working pattern to enable them to start later or finish earlier because of the side effects of medication, or allowing them to travel the night before meetings and stay over to avoid early morning travel.
- Providing a person with a laptop, remote access software and permission to work at home on set days, or flexibly according to the severity of their symptoms (within a monthly limit).

There are many organisations and schemes, which offer in-work support. **Access to Work** is a government-funded scheme that can help to fund equipment, software, and other support if cost is a barrier to making reasonable adjustments.



Thrive Despite Anxiety

One of our members put together this brilliant website. It lists a lot of useful resources and mental health organisations. It includes links to guides and videos on managing stress and anxiety at work.

<http://thriving-despite-anxiety.weebly.com/>



let's end mental health
discrimination

Time to change

This website has lots of information and advice on mental health in the workplace. Including advice on how to disclose your mental health to your work.

W: www.time-to-change.org.uk/



acas

Can help you with Employment Law and employment relations advice. Whether you are an employer, employee or representative, you can call the acas helpline for free and impartial advice. They will provide confidential guidance about any kind of dispute or query that you have about relationship issues within the workplace. This could include bullying and mental health.

T: 0300 123 1100.

W: www.acas.org.uk



Disability Law Service

Gives free advice and legal representation to people on certain areas of law including social care, welfare benefits, community care, employment and discrimination law. They can also advise on housing (homelessness, possession, unlawful eviction, landlord harassment). They provide some useful online factsheets.

T: 0207 791 9800

E: advice@dls.org.uk

W: dls.org.uk



Mind

The charity Mind have a lot of useful information on work and mental health you can also download guides on:

- Understanding Mental Health
- Employee's Wellness Action Plans
- Employer's Guide to Mentally Healthy Workplaces
- How to be Mentally Healthy at work
- How to support Staff experiencing a Mental health Problem



W: www.mind.org.uk



Working Families

Is a charity, which helps working parents and carers and their employers find a better balance between responsibilities at home and at work.

Their Legal Helpline gives parents and carers free advice on employment rights such as maternity and paternity leave, rights to time off in an emergency, shared parental leave and parental leave, as well as helping them to negotiate the flexible hours they want. They can give basic advice on the benefits and tax credits that working parents can claim. They also give advice on maternity discrimination and pregnancy discrimination.

The free Helpline offers parents and carers legal and practical advice.

T: 0300 012 0312.

W: <https://www.workingfamilies.org.uk/>



Able Futures

Can help you manage your mental health at work. They can give up to nine months of advice and guidance from a mental health specialist who can help you learn coping mechanisms, build resilience, access therapy or work with your employer to make adjustments to help your mental health at work. The website also has lots of useful resources.

T: 0800 321 3137

W: able-futures.co.uk

Employment Ending

No matter what your circumstances are, becoming unemployed can be hard to handle. It's important to deal with it in the right way and getting back on track. It is also important to be prepared before your job ends.

The Money Advice Service



The Redundancy Handbook is a helpful guide if you or your job is under threat or you have been made redundant. It will explain your rights and show what steps you can take to protect your finances. You can download it from the Money Advice Service website.

www.moneyadvice.org.uk

The redundancy handbook

Steps to help you cope with redundancy



- Know your rights
- Make the most of your money
- Move forward



Benefits

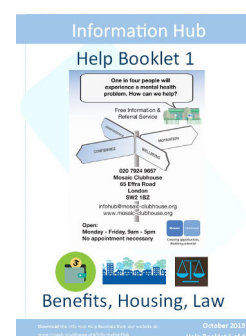
TURN2US

Turn2us

If you want to find out what benefits you are entitled to, a great place to start is the **Benefits calculator** on the Turn2us website. It's a really good way of finding out how much housing benefit you would be entitled to based on your part-time working hours.

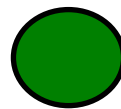
W: www.turn2us.org.uk

Mosaic Clubhouse works closely with a number of benefits advice services. If you are looking for advice on benefits, we can book you in for an appointment with a benefits adviser. See our Help Booklet 1 for further information on benefits



Education & Skills Organisations

Building up your skills through a course is a great idea. There are lots of places that offer free educational courses including many free online courses. For those courses that have a cost you might be able to apply for a grant.



High Trees

As well as employment services the High Trees Community Development Trust also offer Community Learning and accredited training courses. They run lots of different courses including Maths, ESOL and IT.

W: www.high-trees.org/

E: admin@high-trees.org

T: 0208 671 3132

Address: St Martin's Learning Centre, 220 Upper Tulse Hill, London SW2 2NS



Morley College

Has a range of year-long and term-long courses for adults. It offers courses in a wide variety of fields including art and design, fashion, languages, drama, dance, music, health and humanities.

W: www.morleycollege.ac.uk



Get Licensed

This website allows you to search for SIA security courses and Health & Safety courses.

W: www.get-licensed.co.uk for security training.



Iconic steps

Is a social enterprise supporting young people from diverse backgrounds, aged 16-25, who need that extra bit of help to acquire much needed skills, experience and resilience to increase their opportunities to enter the media industry.

W: <https://iconicsteps.co.uk/>

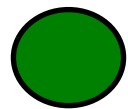


MI ComputSolutions

Is an established social enterprise based in South East and South West London. This includes a Brixton Centre. They provide accredited and non-accredited training. This includes childcare, customer service, accounting, hospitality, ICT

T: 020 7501 6450

W: www.micomputsolutions.co.uk/



Baytree Centre

Is a social inclusion charity for women and girls based in the heart of Brixton. Baytree's education and support programmes are flexible and tailor services to the individual needs of users.

Address: Baytree Centre 300-302 Brixton Road London SW9 6AE

T: 0207 733 5283

W: www.baytreecentre.org

E: enquiries@baytreecentre.org.uk



Lambeth College

Have a wide range of courses and apprenticeships that will open the door to future career opportunities in health and social care, construction, ESOL, engineering, hair and beauty, hospitality, sport, media and more.

W: www.lambethcollege.ac.uk/



Free2Learn

A Website where you can search for free short courses. Most courses focus on supporting young people.

W: free2learn.org.uk/



WEA

Workers' Educational Association) is a charity dedicated to bringing high-quality, professional education into the heart of communities. They deliver friendly, accessible and enjoyable courses for adults from all walks of life.



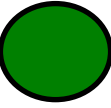
WLM St Luke's

St Luke's is a community space in Kennington, Lambeth. They regularly run digital and financial skills courses.

W: www.wlm.org.uk/what-we-do/st-lukes

T: 020 7735 5802

Address: St Luke's Hub, 25A Wincott Street, Kennington, London, SE11 4NT



Blackfriars Settlement & Mary Ward Centre

Provide courses on Microsoft Office Essentials, Project Management, Business Administration and Coaching and Mentoring. Literacy and ESOL classes, Mobile Devices & Apps Introduction, business startup, languages, history, art courses). Blackfriars Settlement & Mary Ward Centre work in partnership to deliver lots of different courses.

W: blackfriars-settlement.org.uk

Address: 1 Rushworth Street, London, SE1 0RB

T: 020 7928 9521

E: info@blackfriars-settlement.org.uk



Slam Recovery College

Provides a range of educational courses and resources to people with experience of mental health, from service users to their family, friends and Trust staff.

Address: SLaM Recovery College, 1st Floor Administration Building, Maudsley Hospital, Denmark Hill, London, SE5 8AZ

T: 020 3228 3643

E: hello@slamrecoverycollege.co.uk

W: www.slamrecoverycollege.co.uk



Elmhouse Training

Is a community based training provider. They offer courses in childcare and teaching assistants.

Address: 56A Cherry close, Tulse Hill, SW2 2EZ (Glows building entrance at the far end) .

T: 0203-538-5530

W: www.elmhousetraining.com

National Careers Service

Explore careers Skills assessment Find a course

BETA Complete [Ipsos MORI survey](#) to give us your feedback

The Skills Toolkit (National Careers Service)

Free courses to help you learn new skills or change jobs. Including general skills that apply to all sectors and more specialised skills.

The Skills Toolkit

W: nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit

Online Courses



Open Learn

Produced by The Open University, a world leader in open and distance learning, all OpenLearn courses are free to study. They offer nearly 1000 free courses across 8 different subject areas. The courses are available to start right away.

W: www.open.edu/openlearn/free-courses



Future learn

Choose from hundreds of online courses from top universities and specialist organisations.

W: www.futurelearn.com/courses



Reed courses

Provide thousands of online courses including lots of free courses.

W: www.reed.co.uk/courses/free/education-training



Virtual College

Online courses covering everything from **food safety, safeguarding and health & safety**, through to **personal development** and **leadership & management**.

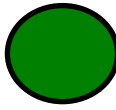
W: www.virtual-college.co.uk/

Home and Learn

Home and Learn

Home and Learn's free computer courses and tutorials site. All the courses are aimed at complete beginners, so you don't need experience to get started. This includes beginner tutorials in word and excel.

W: www.homeandlearn.co.uk/word2007_2010/Word-2007-2010.html



Digital Inclusion

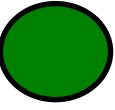


Clear Community Web

Clear Community Web promotes digital skills and awareness, helping to boost people's confidence in getting online. They provide weekly drop-in tech support sessions, and run other classes and workshops around South London. If you are struggling to use your device to access the internet, they would be a good organization to check out.

W: <https://clearcommunityweb.co.uk/contact/>

T: [07523 646277](tel:07523646277)



Community TechAid

Community TechAid are a South London based charity working to provide IT to people, as well as build their skills in using it. They collect devices from companies and individuals and wipe and refurbish them so they are good as new to use! If you don't have a computer, smartphone, or internet access at home, they could be able to help.

W: <https://www.communitytechaid.org.uk/>

T: [020 3488 7742](tel:02034887742)



Learn My Way

Learn My Way is an online learning site provided by the Good Things Foundation, who aim to tackle digital exclusion. It has free online courses for beginners, ranging from the basics of how to use a computer to useful tips like managing money and applying for jobs online.

W: <https://www.learnmyway.com/>



Make It Click

This is another free learning site from the Good Things Foundation, providing slightly more advanced courses to give people skills that may be useful in advancing their career or starting a business. This includes modules on using software packages, social media and online resources.

W: <https://makeitclick.learnmyway.com/directory>



Typing Club

Typing Club has got free typing lessons and exercises to improve your typing speed. Many people find that this one of the main barriers to feeling confident using a computer, so these fun and interactive tutorials may be helpful. There are hundreds of lessons to work through and you can create an account to save your progress.

W: <https://www.typingclub.com/>

Paying for a Course

You might also be able to get reduced rates on courses if you are on benefits or have a disability. Grants are another option for funding a course. If it is a college you could also contact student support team to find out what financial support they offer.

You can use the **Turn2us** website to search for grants.



Disability Rights UK run a Disabled Students Helpline

Their advisors can advise and support disabled people who are studying or wish to study at any level on full-time or part-time education or training courses.

T: 0330 995 0414

Opening hours: 11am-1pm on Tuesdays and Thursdays.

E: students@disabilityrightsuk.org



Centre 70 can offer advice on student finance options, including information on grants, budgeting and saving.

E: enquiries@centre70.org.uk

T: 020 8670 0070



Volunteering



The benefits of volunteering can be enormous. Volunteering offers vital help to people in need, worthwhile causes, and the community, but the benefits can be even greater for you, the volunteer. The right match can help you to find friends, connect with the community, learn new skills, and even advance your career.

There are many websites that advertise volunteering opportunities. If there is a particular organisation you would like to volunteer, for try looking directly on their website jobs page.

The **do-it.org** and **NCVO** websites are good for searching for volunteering opportunities.



**The next page lists some local organisations
where you can volunteer.**

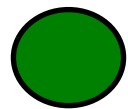


Loughborough Farm

The Loughborough Farm is a community food growing project in Loughborough Junction. The project's main focus is on food growing, but there are opportunities to help with other aspects such as DIY, arts and crafts, cooking, community events, selling and planning. You will get the opportunity to learn new skills, free training sessions, a proportion of food grown, the opportunity to meet other local people and benefit your local community.

W: www.loughboroughjunction.org

E: loughboroughfarm@gmail.com



Healthwatch Lambeth

Are an independent organisation for people who use health and social care services. They are there to find out what people like about services, and what could be improved, and they share these views with those with the power to make change happen. Healthwatch also help people find the information they need about services in their area. Volunteers play a vital role in helping people have their say on health and social care. Volunteering with Healthwatch can help you develop skills, gain experience and make a difference to your community.

T: 020 7274 8522

E: info@healthwatchlambeth.org.uk

W: www.healthwatchlambeth.org.uk/



Connect and Do

Set up by Certitude to help you find interesting and fun things to do, meet people and make new friends in your local community. Connect & Do have a mix of events and workshops in education and learning, food and drink, art, gardening, crafts, laughter yoga, coffee afternoon, men's support group, music and volunteering.

Address: 109 Railton Road, Brixton, SE24 0LR

T: 020 7737 2888

E: connectanddo@certitude.london

W: www.connectanddo.org



Battersea Dogs & Cats Home

Battersea dogs and cats home have many different volunteering opportunities from animal welfare and office roles at their centres, to foster carers and communities volunteers.

W: <https://www.battersea.org.uk/support-us/volunteer>



Notes

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Notes

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If you would like to be kept up-to-date with current employment and educational opportunities please sign up to our **Job & Course Bulletin**. Speak to your Engagement Worker or the Employment & Education Unit to be added to the mailing list.

This help booklet can be downloaded from our website. If you require a **larger print**, A4 version, please speak to a member of our team. We can also provide this on yellow paper.

If you have any questions or are looking for information please do not hesitate to get in touch.



Mosaic Clubhouse

65 Effra Road

Brixton

London

SW2 1BZ

T: 020 7924 9657

E: infohub@mosaic-clubhouse.org

W: www.mosaic-clubhouse.org