

“Everyone is unique and that’s what is important because diversity helps bring new ideas”

Introduction

I’m James Little and I’m a support worker for New Key.



Image: James Little, Support Worker – New Key

How did you get started in your career?

I’ve always had an interest in this particular sector but was unsure about how to get started. Then I was made redundant and it was then recommended to me that I should apply at New Key by an existing service user.

Can you outline a typical work day?

No two days are ever really the same. Some days it will be supporting to do some shopping as they have some friends coming for the evening and would like ideas on what to cook other days it will be some guidance on jobs/ volunteer roles to apply for and even just some fun motivation at gym classes.

What do you enjoy most about your job?

I enjoy my role as it is person centred, I support people with similar interests and that are similar ages to myself which allows for lots of brilliant and relaxed scenarios. It’s fun, rewarding and allows me build a pathway to a career for myself AND the people I support.

What skills are important for anyone wishing to start in your profession?

From my personal experience my grades aren’t fantastic but I found that my eagerness to learn, my passion for helping, being a good listener and always feeling excited to try new things along with brief understanding of the role showed that I was capable of being a support worker.

What main personal attributes would your company look for when recruiting?

As a support worker being patient, kind, punctual and flexible is ideal as the activities change. In my role working as team helps along with good communication and a great sense of humor.

Do you have any tips or suggestions on how young people and adults can enter your industry?

Be yourself! Everyone is unique and that's what is important because diversity helps bring new ideas into people lives and gives everyone an opportunity to try something new.

What career progression opportunities are available in your business/sector?

Too many to list! I have opportunities to further myself in specific areas that I'm interested in such as autism training, assistive technology along with on the job NVQs. Plus if there is a training course I feel I like and would benefit me and my colleagues I can e-mail my manager.

Why is it important for your sector to attract and train young people and new entrants?

I feel it is important to have people of all age ranges in support work because everyone is unique and has great ideas from different experiences in life. Support workers are always needed so you will never be short for work and it's great to get new people in to bring their enthusiasm to the industry.

What trends do you predict for your industry within the next 10 years? E.g. is it a growing market requiring more young entrants

I'd love for it to grow and get more recognition as a career.

General words of wisdom

Go for it, you will be pleasantly surprised as this job will reward you and allow you to grow as person along with opening doors to beautiful opportunities to watch people become independent.

Further contact/information

If people would like information on opportunities within New Key then they can call our Bristol office for an informal chat or to request an application. We can be contacted on 0117 9338551.

Email: mattr@newkey.org.uk | www.newkeyorg.uk