

# "The people I work with really care about my future and I think that's so hard to come by!"

Layla suffered from low confidence but, with help from the Talent for Care Team at Coventry and Warwickshire Partnership NHS Trust, she was able to secure a full-time job as an administrative assistant there.

## Layla Adam

### Administrative assistant

#### Employer or university

Coventry and Warwickshire Partnership NHS Trust



### How I got into the role

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I achieved my degree at 25 but I was struggling to find work. My low confidence affected me, especially when I went for interviews.

I saw a leaflet about The Prince's Trust so I went online to do more research and read many success stories. I got in touch and applied to join the Get into programme. I gained a place in the programme and sought support in applying for jobs, developing my interview skills and building my confidence.

Within the first week of the programme, I attended a workshop and the biggest reward was that I was successful in obtaining a full-time, permanent work in administration in the NHS.

In the remaining few weeks I had work experience and the experience I gained was so valuable to me. The employability training included mock interviews, First Aid, manual handling, information governance, communications and more.

## **What I do**

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I work at the reception for the children's outpatient department where there are many different clinics such as paediatrics, physiotherapy and audiology.

My duties include welcoming service users, ensuring clinicians/doctors are aware that their patients have arrived, preparing prescriptions for collections and filling in outcome forms for doctors and clinicians.

I also book appointments for patients and rooms for doctors and clinicians. My role requires that all paperwork is updated and supplies are ordered.

I am involved in regular meetings with my manager and colleagues to discuss queries and ways to improve our services.

## **The best bits and challenges**

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The team at Coventry and Warwickshire Partnership NHS Trust are incredible. I am so pleased that there are people who invest in us and our futures. The people I work with really care about my future and I think that's so hard to come by!

When you're motivated and have support, you can get to where you want to be.

## **Life outside work**

## **Expand / collapse**

My background is in visual communication and design, so I enjoy researching and working on my own projects during my free time. Working within the NHS, and talking to and meeting with clinicians and doctors who specialise in mental health, has inspired me to work on further projects which I hope to exhibit in the future.

## **Career plans and top tips for others**

### **Expand / collapse**

I am excited as I realise that there are many doors opening for me as a result of completing the Get into the NHS programme. My plan is to build a career and continue to work by utilising all the information and knowledge I gained from the programme.

My new goal is to work harder and get further.

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