

Caroline Crouch is 31 years old and works 18 hours a week as a Cafe Assistant in Sainsburys.

Her main duties are working on the till, serving customers, clearing tables, re-stocking snacks, and the tea and coffee machine. She has worked for Sainsburys for one year.

With support from Pluss, Caroline completed an application form and was called in for interview within a couple of days. Caroline was delighted to be offered the job.

Pluss provided support to help Caroline settle in and also job coaching on how to use the till.

After a few months, Sainsburys called Pluss as they felt Caroline needed a little extra support with the cookery aspect of her job. A job coach worked alongside her, helping her to learn the task and, as a result, she is now far more confident in her role.

Watching Caroline at work, she is cheerful, friendly and very efficient.

Caroline has a learning disability.

Caroline's words

“I was very excited to get the job. I had worked in a supermarket before so I knew this was what I wanted to do.

Pluss helped me learn how to do things, clear tables, do the till and keep things clean and tidy. They helped with everything I do. A job coach came in to help me learn the till and also to help me do the cooking.

I enjoy all of my job. The team are friendly, supportive and I get on well with them. I have got to know the customers well and it's also really good to have money.

I have moved in to my own flat now and feel confident about other



areas of my life. I made myself cottage pie this morning! I also now go to college, do computers and also help disabled children learn to ride. ”

Sarah's words (Café Manager and Caroline's Line Manager)

“ Working in this kitchen is very pressured. The job coach came in to teach Caroline and coach her along and we made some adjustments with hours to make it slightly less pressured during busy periods. We had regular contact, with job coaching each Friday to begin with, and another visit from Pluss every 2 or 3 weeks.

Caroline is doing well now; no problems at all. She keeps on top of everything; refilling, till, clearing tables. She gets on well with everybody and in such a small confined space getting on with your colleagues is very important. Yes, It's very good. ”