

Ms T F Jones
Calderdale Mental Health Foundation
23-25 Burnley Road
Halifax HX1 1UJ

1 Gorse Road
Manchester ML4 8AA
01 June 2017

Dear Ms Jones

Re: Post of Advice Worker (Mental Health)

I am writing to apply for the post of Advice Worker which was advertised in the Yorkshire Evening Post last week and enclose my CV for your consideration.

There are a variety of reasons why I am keen to work for Calderdale Mental Health Foundation and feel that I have a great deal to offer as a candidate. The post of Advice Worker appears to offer the opportunity to specialise in advising clients with severe and enduring mental illness. My feeling is that the needs of this group are often overlooked and I am particularly interested in your plans for developing outreach activities to help overcome the reluctance of this group of clients to engage with advice services. Having researched your website I am also impressed by the many new initiatives which have been developed by CMHF and the support offered to your employees in terms of continuing professional development.

You will see from my CV that I worked for three months as a volunteer information assistant with Manchester MIND. I volunteered originally because I had developed an interest in mental health as a result of studying psychology and was considering a career in clinical psychology or psychiatric nursing. However, my experience with MIND convinced me that advice work would be my ideal career. The job involved providing information to clients and their carers, in person and by telephone, on a variety of issues ranging from social security benefits and employment rights to drug interactions and the availability of complementary therapies. I enjoyed the intellectual challenge of having to assimilate a large amount of information very quickly and I gained a great deal of satisfaction from knowing that my work was of immediate and significant help to users of the service.

It is my understanding that providing advice by telephone, especially to carers, will be a major element of the job and my experience in a call centre and an employment agency has helped me to develop skills which are highly relevant to this aspect of the work. In particular, I have learned how to help clients to identify their needs and how to deal sensitively with clients who are anxious or upset.

My work with street children in Brazil involved gaining the trust of people who were marginalised and beyond the reach of mainstream services and I feel that this skill will help me to make a useful contribution to your outreach project. In addition working as part of a small and very busy team in a Leonard Cheshire home has improved my communication, teamworking and time-management skills as well as raising my awareness of the effect which long-term illness has on individuals and their families.

I hope that, on consideration of my application, you will be persuaded of my suitability for the post of advice worker and I look forward to hearing from you soon. If you need any further information, please do not hesitate to contact me.

Yours sincerely
signature
Eleanor Wesley

Eleanor Wesley

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Profile

As a confident outgoing individual I have endeavoured to gain valuable relevant work experience during my gap year and whilst at university. I am committed to developing a career in the social care sector, working with and on behalf of the disadvantaged.

Education

University of Sheffield – BSc (Hons) Psychology 2:2, 2013 – 2016

Main subjects: child development; cognitive psychology, developmental psychology; social psychology, statistics, research methodology, abnormal psychology.

Dissertation: 'Inter-relationships between personality type and depression'.

Silverhill School, Manchester, 2005 – 2012

A Levels – Biology A; Chemistry C; English Literature B; Spanish B.

GCSEs – 10 GCSEs at grades A to B

Work Experience

Douglas House Manchester (Leonard Cheshire Residential Home), Support Worker, July 2015

Involved in providing basic support to disabled adults of all ages, in order to enable them to retain dignity and independence in their everyday lives.

Manchester and District MIND – Volunteer Information Assistant (Part-time), July – Sept 2015

Offering advice and support to callers in relation to mental health issues, and contributing to raising public awareness.

Concern Universal June – Aug 2014

Spent the summer working as a volunteer on a project in Brazil, supporting orphaned street children. Organised activities and assisted with basic literacy and numeracy work.

Additional Work Experience

Telewest, Sheffield - Call Centre Worker, Sheffield (part-time), Aug – Sept 2015

Handling enquiries about broadband, telephone and digital TV services.

D&C Personnel (recruitment agency) Perth, Australia – Clerical Assistant, May – July 2013

Undertook a variety of general administrative duties which included dealing with telephone queries, handling vacancies from employers and registering new jobseekers with the agency.

Beerenberg Strawberry Farm, Hahndorf, South Australia – Casual Worker, Jan – March 2013

Undertook a variety of tasks on this soft fruit farm, which included mechanised fruit picking, packaging products for delivery and handling sales.

Gap year, 2012 – 2013

During my gap year I travelled extensively in South East Asia and Australia.

Skills

Organisation

In my current role as a Support Worker at the Leonard Cheshire Home, it is crucial that I am able to follow the necessary daily routines as required, whilst having the flexibility and understanding to respond to the needs of individual residents.

Communication

Developed strong written and verbal communication skills through undertaking assignments on my degree course, delivering presentations, and as an active participant in the departmental seminar programme. In addition, successfully completed a 30,000 word dissertation.

Advocacy

As a member of the Student's Union Welfare Committee in my final year, I was involved in raising awareness of the personal and social needs of students and campaigning to improve the services offered to them by the University.

Negotiation

As a student representative in my second year, I regularly attended the staff student committee in the Psychology Department. This involved liaising with fellow students, identifying issues where discussion with staff was necessary and presenting these matters in a positive and professional manner.

Project Management

Whilst working as a volunteer with Concern Universal in Brazil, I was responsible for working with a small group of Brazilian orphans aged 3 – 7 years. My role was to organise a variety of activities in order to build up the confidence and communication skills of children who were often highly traumatised by their previous experiences living on the street.

Activities

During my time at University I was an active participant within Student Union affairs, as well as Secretary of the Women's Rugby Union Team. Foreign travel has always been a passion of mine and I have been fortunate enough to travel independently in India, Thailand, Indonesia and Australia, as well as to many European countries.

Referees

Dr William Davies
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Mrs Susan Barrett
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