



Success Story

STARTING OVER WITH SUPPORT FROM JOBWAVE

Heather was successfully employed, and had been with the same company for 8 years. In February 2009, Heather moved to BC to help a family member in crisis. At the same time Heather's own life was unravelling. Unable to find work, and without a regular health care provider, Heather began losing her battle with severe depression from post traumatic stress disorder and succumbed to a substance abuse problem.

Referred to JobWave, Heather began her JobWave journey in January 2010 on shaky ground: "I missed the entire first week of workshops, so of course I thought the worst and thought they would kick me out. Well I was wrong; I joined the group in the second week and attended all the workshops."

Heather began attending one-on-one coaching sessions with her Case Coordinator, Matt, and was encouraged to continue with counselling for her mental health and substance abuse issues.

Heather was provided with bus tickets to assist her in traveling to and from her JobWave and HealthCare appointments. Within the JobWave centre, Heather found a non-judgmental, supportive environment where she could open up, share her story, feel heard and absorb the life and employment skills lessons being offered. "All I can say is he's [Matt] awesome," says Heather. "We have our One-on-Ones and he is always positive and has some great ideas [and] feedback for me."

When asked about her experience in Job Seekers' Club, Heather responded: "The groups were great and Deanna is a great facilitator. I learned to do a new resume and great cover letters. I thought I had a good resume (not!). I must say that the cover letters have helped me attain some interviews at jobs I thought I had no chance at."

Armed with a self confidence she had not felt in months, Heather began cold-calling businesses and handing out resumes. One of the employers she spoke with was impressed and interviewed her on the spot. Two days later Heather was offered a position as a server working 30 hours per week!

Heather says that while this new position is not her dream job, she recognises it as a stepping stone in rebuilding her life; "As I move forward and have a good support system ... I feel I am ready to get a job and mostly keep one. I want to say thanks- I hope everyone takes JobWave and attains the knowledge and support I did."

Region: Fraser

Case Coordinator: Matt Baumgartner

Number: JW 230

Expiry Date: March 4, 2011



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