



SMART  
WORKS

When Caroline came to Smart Works she had been unemployed for over five years after being a full time carer for her son, who has autism. As a single mum, she was keen to get back into work to support her family. Caroline suffered from depression and anxiety and was lacking the confidence she needed to get back into the workplace.

**THIS IS CAROLINE'S STORY.**

# CAROLINE DUNNE

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**“I was referred initially** by the Job Centre to Action West London and then they referred me to Smart Works. I'd been looking for work for five or six months and it was so hard trying to get back out there. I hadn't had an interview in so long – I had been a carer for my son for years so it had been a long time since my last interview. I suffer really badly from anxiety and depression, it's something I've battled with for years so I was really in need of a boost. We started with the styling and I was made to feel so special. I felt so confident in the outfit. I wore a really beautiful fitted jacket, some lovely trousers a nice shirt and I felt a million dollars. The clothes filled with me with confidence. The coaching really did help majorly. I think I went in word for word from the role play we did – it was amazing. The interview techniques I received were great. I hadn't

had an interview for so long, I didn't know what I was supposed to say, I had forgotten. It felt good and gave me a real boost. I felt like a new me and was confident to enter my interview. I have to pinch myself sometimes. I open my wardrobe and I think “Wow!” It was so amazing. The biggest impact of Smart Works was getting the job. I got the job straight away and started working at Marks and Spencer's but now I'm about to start a new job in two weeks. It was a stepping stone for me to build up my confidence. It's been a great experience all round. I can't thank Smart Works and their team enough. It has made such a difference to my life on my journey building my confidence getting back to work and will be eternally grateful. What Smart Works does for people is inspirational and magical.”





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