



Karen's Journey

From Volunteer to Staff



THE CHALLENGE

Karen faced sudden redundancy and wanted to use her newly available time productively. She felt highly nervous and apprehensive about what lay ahead when entering a new sector.

THE TURNING POINT

- Professional Prep: Completed high-standard training to replace anxiety with confidence.
- Career Leap: Stepped up into a temporary post managing recruitment and matching.

THE TRIUMPH

- ★ Impact Maker: Delivering invaluable weekly family support.
- ★ Role Advancer: Progressing from a nervous volunteer into a staff coordinator.
- ★ Team Leader: Managing, training, and successfully matching volunteers with families.

QUICK PROFILE

- Family: Single mum, 1 daughter
- Status: Active Community Member

KEY SKILLS

- Multi-Family Support
- Casework Management
- Volunteer Training

I feel very privileged to have worked within a great organisation."