



A day in the life of a LifeWorks Consultant

What is a typical day like working within the LifeWorks team?

There are never two days the same because calls to LifeWorks are so varied. The only constant is the quality of the service delivered and the attention given to each caller. Everyone is treated as an individual and we tailor our response to their specific needs or situation.

What is involved within your role?

Once it is determined that a caller needs practical support with a work or life issue, I will support them with the challenges they are facing. As a Work-Life Consultant I handle a variety of practical issues ranging from childcare, elder care, financial and workplace matters. If an answer is not to hand, I will carry out research to find all the available options. This enables the caller to make an informed decision about their next steps. We also share our own unique skills and experience within the LifeWorks team to ensure that the caller receives the highest level of service possible.

What do you enjoy about being a LifeWorks Work-Life Consultant?

Interacting with callers and making a positive difference to their lives is what motivates me the most. Often a caller will think there is no way out of their situation; it's nice to be able to help and reassure them, offer practical information and let them know of any support systems in their local area. With every call, I put the callers needs first and stay objective at all times. I take the time to understand specific needs and use my knowledge and research skills to help as best I can. I am passionate about my role and care for every person I speak with.

Are there any trends or more prevalent work and life challenges?

With an ageing population, there are more employees than ever caring for their parents and children simultaneously. Being part of this "Sandwich Generation" can stretch individuals to breaking point. This type of situation crosses many of the areas where a Work-Life Consultant can offer practical help, including childcare, elder care and work related concerns.

Elder care, in particular, can be overwhelming as it covers a vast array of issues from identifying accommodation, understanding and arranging Community Care assessments, sourcing local services and navigating the legalities of wills or power of attorney. In addition, older relatives often struggle to maintain their independence and are resistant to outside help. I can work with a caller to identify local care homes with particular criteria, explain the benefits of the Community Care Assessment and how to arrange one, provide ideas for helping older relatives live independently or discuss strategies for tackling difficult conversations. If necessary, I can also signpost to a counsellor for emotional support if the caller is experiencing emotional distress.

With childcare, if a current arrangement isn't working or if shifting work or personal responsibilities require a change in providers, I will discuss the situation and assess the needs of the caller and make them aware of all the areas to take into consideration, including the work impact. I can also identify and suggest alternative childcare providers or different types of childcare that the caller may not be aware of or have previously considered.

Work doesn't happen in a vacuum and personal responsibilities can spill into the workplace and impact performance. When faced with conflicting responsibilities, talking to an experienced, knowledgeable and objective Work-Life Consultant can help. I encourage any employee who's facing a work or life challenge to get in touch so we can make a positive difference.