

# Meet Linda

Registered Manager, Caremark Kingston



Linda works as a registered manager, managing a team of care workers for a domiciliary care provider. She started working in the sector as a care worker and was able to progress quickly to a management role due to her previous management experience in a different sector.

## What is a registered manager in social care?

Linda works as a registered manager with a domiciliary care provider. Her role includes:

- managing a team of care workers
- providing advice and support to her team to help them deliver better care
- managing induction, supervisions and disciplinary action
- overseeing the recruitment of new workers
- training new and existing staff
- dealing with any safeguarding issues within the organisation.



Linda also provides direct care and support to individuals as this helps her understand the care needs of the people the service supports, as well as any challenges her team might face.

## How did she get here?

Linda previously worked as a manager in the online shopping team at a national supermarket.

She originally wanted to be a foster carer and felt she had the right values and skills to do this. However due to personal circumstances she had to change her plans and instead found a role as a carer for a domiciliary care provider. Linda had no formal care experience but had volunteered with her local church and felt she had the right values and transferable skills for the role. She attended an open day and after speaking to the employer was offered an interview.

After a few months as a carer, Linda asked about progressing into a management role. She was promoted to become a supervisor and completed a level 3 qualification funded by her employer.

She was later promoted to a registered manager role and completed her level 5 Diploma. Linda believes continuous learning is crucial so that she can keep up to date with the sector and learn new ways of supporting people.

## Where can it take her?

As an older worker, Linda enjoys her current role and plans to stay in it until retirement. She'll continue to learn new ways of working to improve what she does, in the area of business management (finance, HR and compliance) in particular.

## What would she say to others interested in a career in care?

Linda recommends a career in social care as no two days are ever the same. She gains great job satisfaction from knowing that she can make people happy and being there for her team of staff when they need her.

She says "always give working in care a try – don't let the personal care aspect put you off as you get used to that very quickly – and you'll find yourself working in an extremely rewarding role."

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