

# Meet Adam

Operational Lead, Stockport CP



## What is an operational lead in social care?

Adam works as an operational lead with Stockport CP. He's responsible for the day to day running of the children and young people's services, which includes:

- managing a team of staff
- identifying areas for improvement and implementing change
- training and coaching his team.



He's passionate about making sure his team provide high quality care, and likes that as a manager he's able to steer and implement changes where improvements are needed – so he can really make a difference.

He also enjoys being able to support his team to develop their skills and knowledge so they can perform to the best of their ability. He completed a course about helping people to learn, which supports him to deliver training sessions and coach colleagues.

## How did he get here?

Adam worked in a range of different roles before working in social care, and held no formal qualifications.

He applied to become a support worker with Rochdale Council after talking to a friend who worked in the sector. His friend told him about the sense of achievement they felt from working in social care which inspired Adam to apply for the role. As a support worker he completed a Level 3 Diploma in Health and Social Care, and developed an interest in driving change through legislation, policies and procedures.

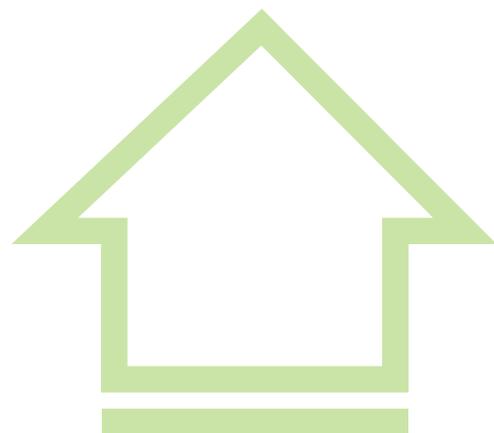
Adam then applied for a team leader role with Scope. He was able to take on extra management responsibilities when his manager took long term leave, which involved managing a residential service for adults and a community service for children. He then went through the CQC registration process and became the interim service manager.

His job satisfaction grew the more he progressed in the sector, and this motivated him to apply for his current role.

## Where can it take him?

Adam is very motivated and sets himself goals for each role he does. He also does lots of learning himself through reading, watching videos and listening to TED talks outside of work.

He's currently completing a Level 5 Diploma in Leadership for Health and Social Care. In the future he'd be interested in a training or quality assurance role, or to be involved with developing policies to improve quality of care.



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

Adam says that having the right values is vital when you're looking for a career in social care – your skills and knowledge can be learnt.

He advises that you find an organisation with a good support structure and regular supervisions as this allows you to communicate regularly with your manager. When he wanted to progress into a management role, he kept a log of all the times he took on extra responsibilities and used these as evidence in his application and interview.

He also suggests researching wider issues in the social care sector. There is lots of information available from Skills for Care, SCIE and the CQC.

## The people you support make such an impression on you

He says “the people who I have had the pleasure of meeting and getting to know during my time in social care have truly enriched my life and taught me so much.”

## It's never boring – every day is different

