



Meet Carol

Learning and Development Manager, The Human Support Group

Carol Glanfield tells us about how she started her career in adult social care and her career journey so far.

About your employer

The Human Support Group was established in 1998 and they provide Local Authority funded, reablement and private care services across many parts of the country. They are a people-focused business, offering a range of personalised care services to adults living in their own home, supporting and encouraging them to be independent.

Their aims and vision is to provide the very best personalised care that; service users recommend to their family and friends; commissioners prefer for their citizens; self-funders select for themselves; and our colleagues are proud of.

About your role

My role as Learning and Development Manager revolves around the training needs of the company. This involves completing training and development plans in line with the business and individual needs, ensuring opportunities for Continued Professional Development are provided.

It is important that all training is of high quality and is cost effective, therefore as well as being responsible for inhouse learning and development, I work closely with external training providers to ensure that we have a blended approach to learning.

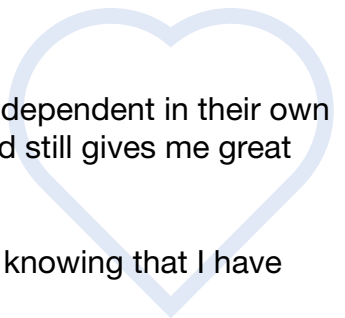
I design, deliver and assess learning programmes identifying different training methods to use, eg mentoring/coaching, classroom, on the job, workshops, e-learning along with facilitating training sessions and workshops.

It's my responsibility to ensure records are kept of all the training that is delivered to provide evidence that our colleagues have acquired the knowledge to support them in delivering quality care.

What do you love about your role?

Being able to support people to live their lives as they choose and to be independent in their own homes, gave me job satisfaction when I began my career in social care and still gives me great pleasure today.

I also get satisfaction seeing a colleague progress within the organisation, knowing that I have had a hand in supporting them in their professional development.



Working in social care, supporting people's choices and helping them to live independently with dignity, has given me so much job satisfaction.

How did you get here?

After helping to care for a close family member with a terminal illness, I realised that I wanted to be involved in a career that would make a difference to somebody's life and that I would find rewarding.

In 2006, I started as a Domiciliary Care Worker with Human Support Group. I had no formal qualifications in health and social care but after my initial induction training, job shadowing and mentoring, I was very quickly able to use skills gained in my earlier career, to enable me to progress.

Within a short period I was promoted to Senior Carer where I gained a very broad skill set completing risk assessments in the service user's home, liaising with family, social workers and health care professionals. I also completed the team rotas which gave me good grounding for development as a co-ordinator.

During 2010, after extensive positive feedback from colleagues and management, I was asked to join the Human Support Group Learning and Development team, where I progressed into my current role as the Learning and Development Manager.

I've been able to take advantage of many learning and development opportunities throughout my employment with Human Support Group. I completed NVQ Level 2 and 3 qualifications in Health and Social Care during my time as a Carer and Senior Carer. Since moving into the Learning and Development team I have taken part in numerous Train the Trainer courses and completed a Level 3 in Learning and Development qualification.

Following my promotion to Learning and Development Manager, I am currently working towards the Level 5 in Leadership and Management qualification.

With the opportunities for progression and qualifications that are on offer, it's certainly a lifelong career for young people and never too late to consider a career change.

What are your future plans?

I am keen to further my knowledge and I attend many courses to ensure that I keep up to date with any changes in legislation. Once I have completed my Level 5 Leadership and Management qualification, I will be looking at further qualifications in specialised subjects, in particular dementia.

If you have a passion for supporting people and you are committed and willing to work hard... you will achieve your goals and have a very rewarding career.

