

Meet Chris

Locality Manager, Welcome Independent Living



What is a locality manager in social care?

Chris works as a locality manager for a home care organisation. His role is similar to a management one and includes:

- managing a team of 30 care workers, including dealing with issues and carrying out supervisions
- being responsible for 60 clients who receive care and support
- managing day to day operations of the service
- communicating information from frontline care workers to management and office staff
- organising staff rotas.



Chris loves the variety in his job; some days he could be providing direct care and others he could be working in the office.

He says the most satisfying part of his job is that he's making a difference to people's lives; decisions such as finding the right equipment and providing the correct level of care can really impact on the quality of someone's life.

How did he get here?

Chris studied sports science at university and decided then that he wanted a career helping people. After university he volunteered working with different groups, such as young people through Camp America.

He had a negative perception of care work and had never considered it as a career. However a friend's parents set up their own care organisation and Chris decided to give it a go. Three years later he's still there.

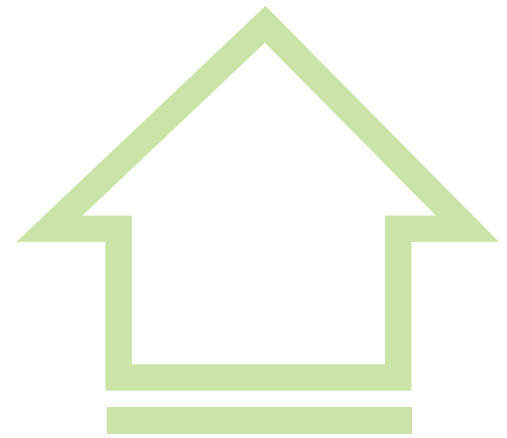
He started off as a care worker providing support in people's homes, and progressed to a senior care worker. To help him develop he did online courses in his own time and his employer paid for him to complete his Level 2 and 3 Diplomas in Health and Social Care. He found them useful in understanding the fundamentals of care work.

Within 18 months, Chris was promoted to locality manager and has also taken on extra training responsibilities. He feels his values and attitudes showed his commitment to the organisation and their culture and this helped him progress.

Where can it take him?

Chris is going to university to train as a nurse, and hopes to continue working in social care. Working with fantastic nursing staff in his care role motivated him to do this and his experience supported his university application.

He would like to progress into a role where he can influence legislation and practice to ensure the best possible care can be provided.



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

Chris says to anyone considering a career in social care to “make sure you’re happy with what you’re doing.”

He advises social care workers to keep developing themselves as eventually this will be rewarded.

He can’t imagine many other sectors with so much opportunity - if you care about helping people, there is a role for you.

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