

# Meet Deb

Intervenor Service Manager, Sense



## What is an intervenor service manager in social care?

Deb works as an intervenor service manager for Sense, and supports adults and children with sight and hearing impairments. She's also a registered manager and her role includes:



- supporting individuals with their care needs, including helping them to communicate and be independent
- helping individuals access the services they need, such as local community groups or support with education
- organising respite opportunities for families
- managing a team of 17 staff including organising training for them
- ensuring the service meets CQC requirements.

Deb loves that she's able to work directly with people who need care and support, as well as managing a team. She feels that she couldn't do the management role without having this regular contact, as it helps her better understand the challenges her staff face. However, being a manager enables her to influence how the service is run.



Deb feels privileged to be part of the team and loves seeing and hearing about the impact she's made on people's lives.

## How did she get here?

Deb started off working at a local play scheme for children, some of whom were disabled, and ran a variety of activities.

She also had experience caring for members of her family so felt it was a natural move to progress into a support worker role with Sense, working with congenitally deafblind adults. Within her first year, she covered a maternity leave position as a senior

activities coordinator and progressed into this full time. Deb was then offered the position of deputy manager of a day care service which provided her with great management experience.

When Sense set up a new intervenor service, Deb was taken on as an intervenor where she quickly progressed to service deputy and now service manager.

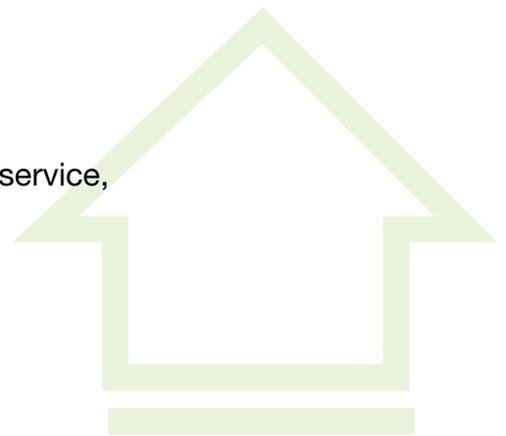
Since working with Sense she has completed lots of training, including a Level 3 Diploma in Health and Social Care, and has learnt British Sign Language. She's currently doing a level 5 management qualification to help her in her role.

She feels that progression at work is often the result of putting yourself forward for any opportunities that arise. It's also important to show that you have the right approach to learning, and that your organisation encourages ongoing development.

## Where can it take her?

Deb's currently working on a different project to start up a new service, similar to the one she works with now.

She enjoys learning, developing her skills and trying out new opportunities, and hopes to have a long career in social care.



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

Deb says "give it a go." She understands that care work isn't for everyone, but if you have a passion and interest in helping people, a career in social care can lead you down lots of interesting paths.

She says qualifications are important but they need to come hand-in-hand with a good attitude and values. When starting a career in social care, lots of employers are more interested in what you're like as a person; the rest can be taught through ongoing training.

**If you're keen to progress, join a growing organisation with lots of opportunities**

