



Meet Linda

Registered Manager, Yews Tree residential home

Linda works as a registered manager, responsible for the day to day running of her service. She started working in the sector as a kitchen assistant and domestic worker, before becoming a junior carer. In the first company she worked for she progressed to a management role.

What is a registered manager in social care?

Linda works as a registered manager in a residential home for older people. Her role includes:

- responsibility for the day to day running of the service
- managing a team of care workers
- providing advice and support to her team to help them deliver better care
- managing induction and supervision
- overseeing the recruitment of new workers
- training new and existing staff.



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

She enjoys being a manager and making sure her team feel valued in the roles they perform. She gets the most satisfaction from working for a small organisation as she enjoys the 'family feeling and knowing she can always make a difference

How did she get here?

Linda left school with no qualifications but from the start enjoyed caring for people. She worked as a kitchen assistant, domestic worker and junior carer with her first employer. While working for this organisation she gained NVQ level 2, level 3 and level 4 qualifications, all of which were funded by her employer.

Over the years she has taken many training courses to develop her practice, such as Care for the Dying and Nutrition. She also achieved the A1 Assessor qualification so she could support her staff in their own professional development.

She progressed from a junior carer to a senior carer role and from there she was promoted to become deputy manager. She is now a registered manager for another care home.

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

Linda believes that although training is vital to developing your skills and knowledge, you can't just train anyone to care. It's important you have the right values and behaviours to work in social care; and over time you can develop the skills and knowledge.

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Her advice for someone who is thinking of working in care is “care is a rewarding career but not for everyone –so come along, watch and interact with people and if you like it perhaps try out some voluntary work”.

Linda has also found that being involved in local networks has supported her professional development. She attends her local My Home Life programme, a local strategic partnership and a Skills for Care registered managers network. These enable her to network with other professionals and share good practice.

