

Meet Melissa

Care manager with HR responsibilities, CareBIG



Melissa works as a care manager with CareBIG, a start-up agency who connect self-employed carers with individuals who need care and support.

They provide a platform for carers to advertise their services so that members of the public can find them. They assess and interview the carers to ensure they have the right values and behaviours to work in social care.

Carers create an online profile which includes their past experience, when they can work, hobbies, interests and personality traits - members of the public then visit the website to find carers.



What is a care manager with HR responsibilities?

Melissa's role is largely HR related and she's responsible for recruiting and selecting the carers who have profiles on the CareBIG website.

Her role includes:

- reading application forms
- doing interviews with candidates
- supporting candidates through pre-employment checks, such as DBS and reference checks
- updating carers with suitable jobs.

Melissa has an approachable attitude which she hopes makes the carers feel at ease throughout their self-employment journey.

She also has experience of working in social care and enjoys supporting more people to work in the sector.

What I really like about this job is that it allows me to make positive changes to carer's lives and careers such as better pay, flexibility and support.

Melissa also enjoys the variety in her role and she's learnt lots of valuable knowledge and skills from being involved in the start up of a new company.

How did she get here?

After University Melissa wasn't sure what she wanted to do and started working as a care assistant. Growing up she had a close relationship with her grandparents and really enjoyed the company of older people - she decided she wanted a job where she made a difference.

After various care assistant roles, she got a place on Skills for Care's [Graduate Management Programme](#). This included a year long placement in a management role with the Joseph Rowntree Housing Trust, alongside leadership and management training.

The Graduate Programme was an incredibly useful experience for me, providing me with a leadership and management qualification and the skills and tools I needed to begin a management role within care.

After the scheme, she came across the role with CareBIG and felt she had the right skills, values and experience for the job.

Where can it take her?

As the company grows, Melissa's looking forward to taking on more responsibilities. She hopes to work with people who need care and support to help them find suitable carers through the website.

Having done training and development herself, Melissa understands the importance of learning and hopes to deliver training sessions to carers in the future.

In the long term she hopes to become a motivational speaker for the care industry, promoting it as a fantastic career with lots of benefits.



Find out more about working in social care
www.skillsforcare.org.uk/thinkcarecareers