

# Meet Michelle

Managing Director and Registered Manager,  
Right at Home



## What is a managing director in social care?



Michelle works as a managing director for a homecare provider, and is also a registered manager. Her role includes:

- ensuring the organisation and its staff are delivering high quality care
- delegating work to her team
- ensuring all staff understand and work to the vision of the organisation
- overseeing the training and development of staff.

Michelle finds it a very fulfilling role. She's keen to make her staff feel valued and fulfilled at work and is particularly focused on ensuring her staff have the right training and progression opportunities to be able to do their roles and progress.

◁ I love hearing from the people we support about the difference my team is making ▷

## How did she get here?

Michelle has a varied background in social care. She grew up in a rural community in the Philippines where there was a caring culture, and supported family members including her aunt who has Down's syndrome.

Her family had a background of working in social care and health roles, however Michelle initially completed a degree in journalism. She soon realised this wasn't the career she wanted and applied for a qualification in care giving.

After her sister moved to the UK to take up a nursing role, Michelle also moved and became a senior care worker in a residential care home for older people. In this role she

did a level 2 qualification that was funded by her employer. She also decided to pay for a course with the Open University; a professional certificate in health and social care.

She applied for a position as an assistant manager and they accepted this qualification as part of her application. She took the opportunity to shadow the manager and took on this role when the manager left. This employer was part of a local Workforce Development Fund partnership (facilitated by Skills for Care), and she was able to access funding to complete a level 5 qualification and attend specialist training including end of life care, dementia care, medication and diabetes.

Michelle then moved to work for a domiciliary care provider as she felt she could offer a more personalised service. She was also keen to find a company that had the same values as she did, and somewhere she could grow from the beginning and recruit staff who could deliver the standard of care she wanted.

Right at Home approached Michelle and offered her the chance to become a registered manager. Michelle later took over as a franchise owner, and has supported the franchise as their managing director since.

## Where can it take her?

Michelle is keen to continue to develop her service and her staff to provide high quality care and support.

Although Michelle isn't looking for a different role at the moment, there may be opportunities to explore services offering support to different people.

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

Michelle advises that you check if a career in social care is suitable before applying for a role; check the job description and be clear about what the work entails so you don't get any surprises when you first start.

To progress in your career you need to show interest in ongoing learning and development, and take every opportunity that comes your way; she says you can progress in care quickly if you're the right kind of person.

Her final piece of advice is:

**“Don't take any notice of the media; they only talk about the bad practice and don't tell the stories of all the good care. There is far more good, dignified care work being done than the bad things they report on.”**

