



Meet Nicola

Team Leader and Moving and Handling Trainer,
Bluebird Care

Nicola has a background working in social care. She had a career break after having children and chose to return to the social care sector when her youngest started school. She took on extra responsibilities in her initial role as care worker and progressed to become a team leader and trainer.

What is a team leader in social care?



Nicola is a team leader with Bluebird Care in Croydon. Her role involves:

- supporting a team of staff
- carrying out spot checks and supervisions
- auditing daily diary sheets
- administrative tasks
- buddying new staff.

Nicola loves her job; there's never a day when she doesn't want to go into work and she's never bored. She enjoys the variety in her role; one day she could be delivering training and the next supporting someone with an activity.

There's always something interesting to do or to learn

She particularly enjoys building strong relationships with the people she supports and making a difference to their lives. She also enjoys supporting members of her team and seeing them grow in confidence.

How did she get here?

Nicola previously worked in social care before starting with Bluebird Care. She took a career break to start a family, and when her youngest child started school she decided to look for a role in the sector.

She heard that Bluebird Care was giving a presentation at her local Jobcentre. She looked on their website and was impressed with the roles they had and the training they offered. Nicola attended the presentation and applied for a job there soon afterwards.

In her care worker role, Nicola gradually took on additional responsibilities, such as working for the weekend on-call service. She completed relevant training such as first aid, safeguarding and a Level 2 Diploma in Health and Social Care, all of which were paid for by her employer.

Nicola then progressed to become a team leader. She was initially nervous about taking this step however her manager was very supportive, enabling her to increase in confidence. She will shortly be starting a level 3 diploma to further support her in this role.

Nicola has completed a Moving and Handling Train the Trainer course and now delivers moving and handling training to all new members of staff.

Where can it take her?

Nicola believes that there are many opportunities in social care and if you're dedicated and want to make a difference, you can progress and see your salary rise.

In the future Nicola would like to progress into a staff trainer role, taking on more responsibilities for a team and the people she supports.

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

Nicola would recommend working in care because you can make a real difference to people's lives. In some cases you may be the only person someone sees that week.

She advises anyone thinking of a career in care that, because clients will be relying on you, you need to be consistent in terms of your availability. Also that you must have compassion and really want to support people in their everyday lives.



You can make a real difference to people's lives

