

Meet Sally

Cluster Manager, HfT



Sally started working in social care as a care assistant in a residential care home for older people after being inspired by her mum's work as a nursing auxiliary worker. She's worked in different services and with different people as she has progressed through her career, and now works as a cluster manager with HfT, who support people with learning disabilities.

What is a cluster manager in social care?

Sally manages a team of care workers who offer domiciliary care, outreach and supported living services in the local community. This means they care for people in their own homes, helping them with personal care, housework, shopping and social activities.

As well as making a difference to the people she supports, Sally also enjoys working with her team. She is keen to invest in their learning and development and believes, in turn, this motivates them to be committed to their roles.



A career in social care is one of the most rewarding things you can do

How did she get here?

Sally left college aged 17 before completing her BTEC Diploma as she wanted to work and earn a wage. At the time her mother worked as a nursing auxiliary and Sally helped her with activities and events in the hospital. She thought that working in care would help her get into nursing.

Her first role was as a care assistant in a residential care home for older people. She then progressed to a role working in a residential home for adults with learning disabilities. This job gave her a good grounding in care and she was always keen to take up all the training opportunities available. Over the years she has completed courses in crisis intervention, deaf awareness, sex and sexuality and HIV, and autism.

She progressed into a more senior position working with children with complex needs, including autism and behaviour that challenges. She saw this role as a new challenge and the hours better suited her own childcare commitments.

After her third child Sally found shift work difficult to manage and was successful in gaining a position as a learning support assistant at a college for students with complex behaviour and support needs. This meant a cut in her salary, but she was keen to progress in this line of work and so funded herself to complete a Diploma in Teaching in the Lifelong Learning Sector. This led to a new role as a tutor for a ground breaking communications and advocacy course.

Since then, Sally's roles have involved more responsibility for teams who deliver care and support. She is completing a level 5 qualification to support her in her current role.

Where can it take her?

Sally would like to progress to become a registered manager. She's also keen to complete a degree and might consider applying for a learning loan to help her do this.

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

Sally thinks that a career in social care is one of the most rewarding things you can do, but you do need the right values and an awareness of people's needs.

She also thinks it is important to take advantage of education and training opportunities to progress in your career. Sometimes it makes sense to take a sideways move in order to move forward as this can increase your career prospects.

It's important to take advantage of education and training opportunities to progress in your career