






How I became a deputy manager



Leanne Batten-Smith is Deputy Manager of Rose Court, part of HC-One. Her career in care commenced straight from school and has progressed ever since.

“As Deputy Manager I continue to expand my experience providing cover for the registered manager when they’re on leave. This would have felt very daunting if I hadn’t already benefited from a lot of experience, support, courses and qualifications. As it is, I don’t feel worried or flustered, when I have to step into this role as it comes naturally.”

Progression	Quotes	Role	Learning and development
	“I continue to develop myself further. Ultimately, I would like to become a home manager.”	Deputy Manager	ILM Level 4 Management Award
	“When an opportunity came up to become a Unit Manager, I knew I really needed to strengthen my managerial skills. During this time, I built confidence by taking on responsibilities for delivering internal training, something I continue to do regularly.”	Unit Manager	Level 5 Diploma in Leadership for Health and Social Care and Management courses
	“Senior carer shifts involved shadowing and enabled me to build confidence and broaden my knowledge around nursing care, care planning, liaising with professionals, medication etc.”	Senior Carer	Various shadowing opportunities
	“By the time I was 19, I had undertaken 18 months of a care assistant role and completed both the Level 2 and Level 3 Diploma. I gained experience of being a care worker and progressed onto covering some senior carer shifts.”	Care Worker	Level 3 Diploma in Health and Social Care

Progression	Quotes	Role	Learning and development
	<p>“It was whilst at college that I did some bank work in the housekeeping team at a care home and found out that I could progress onto the Level 3 Diploma whilst working for a care home.”</p>	<p>Housekeeper (Bank staff)</p>	<p>BTEC Level 2 Diploma in Health</p>

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