

# Meet Mike

Team Manager, Future Directions CIC



learning disabilities. He began working as a support worker with no previous experience in social care and has since progressed into a management role.

## What is a team manager in social care?

Mike is a team manager responsible for managing three residential care homes. His role includes:

- managing staff rotas
- organising activities for residents including planning holidays and events
- assessing and writing risk assessments
- completing care plans ensuring people get the right care and support
- carrying out supervisions and appraisals with his team
- working with other healthcare professionals including social workers and occupational therapists
- running meetings with residents and their families.

Mike still makes sure he has one to one time with the people that he was originally a support worker for. The ongoing relationship is important as he is getting feedback from them and checking they are happy.



Mike had previously worked in temporary roles in factories and warehouses, but a job with an outdoor pursuits company made him realise he enjoyed working with people.

He wanted a stable career that would give him job satisfaction and security so he applied for a role as a support worker, working with people with learning disabilities. He felt this role would combine his enjoyment of working with people and his skills teaching people sport and outdoor activities.

At first Mike felt out of his depth. However his employer encouraged him to try working with different people in different care homes, and he volunteered to do overtime in respite and emergency services to develop his confidence. He soon found that the job could have been written just for him.

Mike started with no formal social care qualifications. He quickly completed the Level 2 Diploma in Health and Social Care, re-took his Maths and English GCSEs and then completed a level 3 Diploma. He's currently completing the level 5 Diploma. This was funded by his employer through Skills for Care's Workforce Development Fund. In his supervision Mike mentioned that he would be interested in becoming a team manager. He was given extra management responsibilities, including managing a service, and progressed into a deputy manager role.

After 16 months in this deputy role he was appointed as a team manager and is currently responsible for three care homes. Mike feels that his willingness to learn and move out of his comfort zone has really helped his career progression, and he has picked up ideas from working in different settings that he can take back to the care homes he manages.

## Where can it take him?

As a support worker Mike was keen to learn new things and try new ideas to improve the care he provided. As a manager he's keen to continue this and is committed to developing motivated workers in his own team.

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

If you're thinking about working in social care, Mike suggests ringing companies and asking them questions; arrange a meeting and make sure it's right for you. Good companies will allow you to come in and spend time in the home to make sure you know what to expect.

Mike suggests giving yourself a few months to adjust if you're new to care and finding a good role model or mentor who can help you. He says "if you're unsure of anything just ask, there's no such thing as a silly question."

**You get back what you put in and if you work hard you get success and job satisfaction back**