



Dale Smith

Branch Manager - Harlow

Meet Dale, your Branch Manager for Harlow

About me

“Hi, I’m Dale. I am the Branch Manager for Harlow, where I am responsible for the smooth operation of day-to-day business as well mentoring new carers, meeting with potential customers to establish their support needs and supporting the care coordinator to ensure that our existing customers are receiving an exceptional level of care.

“I have lived in Harlow since the age of three and I have worked in Harlow for most of my career, so I know the area very well. I love that I have the opportunity to provide a high-quality level of care to those who want to remain independent in their own homes, where they have all their memories they have made.”

Experience

Dale completed his Level 5 Diploma in Leadership for Health & Social Care and Children & Young People’s Services in 2016. He also holds a Level 2 Induction Award in supporting people with a learning disability.

Dale’s career in care started when he turned 18 and passed his driving test. Once he began his role, the opportunity to support his customers in remaining as independent as possible brought him such joy that he knew that care was the right industry for him.

Why I chose Helping Hands

“I joined the care industry because my mother, as a Senior Carer, would tell me all about the exciting experiences she had with her customers. Once I had started my first job, I knew that care was the job for me because supporting people to remain as independent as possible gave me so much joy.

“I found Helping Hands when I was looking for an opportunity to progress my career with the support of an experienced management team. Helping Hands puts the needs of the customers at the heart of their practice, and no job is too big or too small for our carers to encourage, empower and support all of our customers to remain independent for as long as possible.

“The joy I had for supporting our customers has now moved on to supporting our carers to be the best that they can be and to give them the same high-quality guidance that I received as a new carer.”

