



Hailey Francis
Branch Manager – Brighton & Hove

Meet Hailey, your Branch Manager for Brighton & Hove

About me

“Hi, I’m Hailey, the Branch Manager for Brighton and Hove. I have worked at Helping Hands for a while now and started my journey at the Eastbourne branch as their Care Coordinator, assisting the Branch Manager with the everyday running of the branch and supporting the carers with their customers.

“Now as Branch Manager, my role is to ensure we have a safe, well-led team so that the branch runs smoothly. I am also here to answer any questions and to support everyone, both carers and customers.”

My experience and expertise

Hailey has an NVQ Level 3 and is currently working through her QCF Level 5 and an extra course on End of Life care.

She has worked in care for seven years, first being a carer for her grandad who has now sadly passed. She then went in to professional care as a carer, quickly becoming a Senior Carer then a Care Coordinator. She started working for Helping Hands in June 2018 as a Care Co-Ordinator and thoroughly enjoyed working for the Eastbourne branch.

She enjoys working at Helping Hands because she feels that what we do makes a difference to the lives of our customers. She enjoys seeing our customers remain at home safely and independently for as long as possible and the variety that the role brings – no day is ever the same!



Why I chose Helping Hands

“I decided to join Helping Hands because I support their work ethic and their passion for high quality care, and this is what I am passionate about. After researching the company, seeing what they represent and meeting the Branch Manager of Eastbourne, I was very keen to work for Helping Hands.

“I feel the services we provide are outstanding and we will always try our best to find a solution rather than simply saying we can't - we will always think outside of the box.

“The carers all bring something unique to Helping Hands and constantly support each other to ensure they are working the best they can. The team of carers are trained very well, always seek to upskill themselves and have ongoing support from myself and the office team to do this.”

