



## Jacqui Wallendorf

Live-in Area Care Manager, South East

**Hello, my name is Jacqui Wallendorf,  
your Live-in Area Care Manager for the South East region.**

### **About me**

Hello! I'm Jacqui and my role as a live-in area care manager is to provide leadership and support to the six live-in care managers in the South East. Together we are all responsible for the wellbeing and needs of the customers and carers who we oversee.

I am a positive, proactive and hugely caring person who wants to create the best environment in which our customers and carers can thrive. The belief and the values that myself and my team embody should add value and allow us to support a person-centred approach across our live-in network. Our customers and carers should be at the heart of everything we do!

## **My experience and expertise**

Having previously worked at regional operations level in hospitality, retail and now healthcare for the last 15 years, I am passionate about growing and developing teams that lead with heart and who deliver, not on the best customer experience, but also deliver the best working experience for our carers. Our people are important to me, and I want a team who are engaged, feel heard and have the right level of support they need at all times.

I joined the Helping Hands family in May 2020 as an area care manager for our live-in business, at the height of COVID-19, and have been able to use my previous experience to continue to deliver and support our teams from afar during these challenging times. I look forward to when I will be able to meet more of our customers and carers within their homes soon.

## **Why I chose Helping Hands**

I loved the culture that Helping Hands promotes and loved the thought that each and every one of our Helping Hands team make a huge impact daily in providing care, companionship and people-centred support that our customers need.

It is the great examples that are exhibited each and every day that makes me proud to work with such a dynamic, thoughtful and kind team. They prove daily how much they care and how best to make a difference!