



**Jennifer Fynn**  
Branch Manager – Stoke

## Meet Jennifer, Stoke Branch Manager

### About me

Hi, I'm Jennifer, manager for Helping Hand' Stoke branch. I believe it's often the little things in life, like a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, which all have the potential to turn a life around. Almost anyone can become a carer but its takes a whole lot more to actually care. It's my responsibility to meet with customers to gain feedback on a regular basis and ensure that they are happy with our service, to meet potential new customers face-to-face and to manage a wonderful team of visiting carers, supporting them with supervisions and appraisals.

### Experience

I have lived in Stoke-on-Trent for 36 years and began working in the care industry when I was 18 years old. During this time, I have progressed from working as a care support worker to a registered manager, working with individuals with various needs, including the elderly, people with learning disabilities, palliative care, autism and challenging behaviours.

I have recently returned to the care industry after dedicating the past 4 years to raising my children where during this time I ran my own business part time. It was always my intention to return to domiciliary care once my children were settled in full-time education.

I have my NVQ Level 2 and 3 in care and also my Level 4 NVQ in leadership and management, and I am a qualified trainer in moving and handling. I feel very passionate about providing care and feel that Helping Hands shares my values on providing high quality, truly person-centred care and support.

### Why I chose Helping Hands

I decided to join Helping Hands as I have always wanted the opportunity to run a branch the right way with the right values and cultures embedded from the very beginning. I believe that good service stands by its ethos; a company should always listen to and care about its customers, delivering a service which takes pride in going above and beyond to help its customers feel cared and valued for.

