



Jessica Jay

Branch Manager – Lichfield

## Meet Jessica, your branch manager for Lichfield

### About me

Hi, I'm Jessica. As the manager for the Lichfield branch of Helping Hands, it is my responsibility to meet with customers and carers to gain feedback on a regular basis and ensure that they are happy with the service we provide. One of my favourite aspects of my role is meeting new customers and welcoming them to Helping Hands. I have lived within the Lichfield area my whole life and have provided care in the area for the last ten years.

### Experience

I began my career in care at the age of 17 working at a dementia residential care home. During my time there, I became more aware of the importance of people remaining in their own homes and maintaining their independence. At the age of 18, I decided I wanted to support people to do just that, so I joined a domiciliary care company as a care worker. I progressed within the role to senior care worker, team leader, care co-ordinator and then care manager, all of which have helped me build my skills and knowledge.

I have also taken time out of domiciliary care to further my knowledge by working at a Hospice and for the NHS as a Diabetes Support Worker however I soon learned that domiciliary care is my true passion. Throughout my career in care I have completed many training sessions in specific conditions and requirements by the Care Quality Commission. I also hold various qualifications such as a Level 5 Diploma in Leadership for Health & Social Care and an NVQ2 in Health & Social Care.

In order to help my carers to be the best they can be – something I feel really enthusiastic and passionate about – I try and share as much of my experience as I can with them. I am very proud to be part of a team who truly care and put their heart into what they do.

### Why I chose Helping Hands

I was attracted to Helping Hands because their ethos and values mirror my own. Helping Hands is a family-owned and run business which gives a real sense of belonging to a company that really does care. I have had the privilege of meeting and supporting some wonderful customers who have had a great effect on my life. It's the little things that make the greatest difference.

