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Jessica Lewis

Branch Manager – Sheffield

Meet Jessica, your Branch Manager for Sheffield

About me

Hello, I'm Jess, manager for Helping Hands' Sheffield. It is my responsibility to manage all aspects of the branch and I aim to provide only the best possible service to all our customers, working with them, their families and other professionals to develop person-centred support plans. I will guide and support an excellent care team to deliver the highest standard of care possible to all of our customers.

Experience

I have had a very enjoyable 10 years of working in the care industry. I started out as a support worker, and over the years I have gradually progressed up the career ladder to the position I hold today. I am currently working through a level 5 diploma higher apprenticeship in leadership and management in health and social care (adults setting).

Why I chose Helping Hands

I decided to join Helping Hands because it shared my own values and I liked the company ethos. I feel we provide an excellent service to people who desperately want to stay at home in the area they love, surrounded by friends, family and their pets – but with just a little (or a lot) of support from our incredible carers.

Having experience of working as a carer, I feel that carers are very under-valued and their hard work often goes unrecognised. I fully understand how demanding and difficult the role of a carer can be and I want my team to feel valued and to know that their efforts and commitment are appreciated. I aim to provide an open door policy in my branch, so my team feel comfortable and confident to come in and address any issues they may have. I also encourage suggestions, ideas and feedback from my team so we can continue to improve, whether it be the customer, carer or general public that benefit.

