



# Helping Hands

The Home Care Specialists

Est. 1989

Joanne Gill

Head of Homecare

## Meet Joanne Gill, Head of Homecare for the East

### About me

Hello, I'm Joanne, Head of Homecare for the Hourly Care service in the East of the country. My role is to support local branches and their teams of wonderful Carers. They deliver the excellent service of high quality care that Helping Hands prides itself on. As a leader, I motivate those under my management, make sure our staff are happy, liaise with head office to ensure the smooth running of our local care service, and keep an eagle eye on things to make sure our standards are never compromised.

### Experience

I first joined Helping Hands as the Branch Manager at West Bridgford, so I have first-hand experience of the value of our Hourly services to local communities. Before that, I held many management positions within the care sector over a fourteen year period.

Before joining the care sector, I held a number of diverse roles, including Mortgage Manager and Firearms Officer for the North Yorkshire police. I realised I wanted to do something completely different, and it wasn't until a friend of mine set up her own domiciliary care company that I decided to give it a try. Since that moment, I have never looked back. I realised how much I loved working with others, supporting their care journey and being a part of making a real difference in the lives of others; I have worked in care management ever since.

### Qualifications

- Registered Manager



- Qualified Medication, Safeguarding and Moving and Handling Trainer
- Trained Risk Assessor
- Working towards Level 5 QCF Diploma

### Why I chose Helping Hands

I joined Helping Hands because the quality of Carers is second to none. They are very highly regarded, and I feel very proud to work with such admirable people. They are all brilliant ambassadors for the company. I believe we should value our Carers, and they in turn will value their job and our customers, who will in turn value us!

Working together as a team in the East, I believe we can enhance the lives of those living in our local communities, allowing them to remain living independently in their own homes.

