



Mark Klinkenberg

Branch Manager – Ferndown

### Meet Mark, your Branch Manager for Ferndown

*“Hi I’m Mark. As the manager for Ferndown, I am really excited to be heading up a very energetic and dynamic team. I have definitely found a company who are as passionate about the care they deliver as I am; their glowing reputation speaks volumes”.*

### Experience

As the Branch Manager, I am responsible for assessing customers and ensuring that we can meet their specific needs. I believe that I have a wonderful team of carers working alongside me here in Ferndown – together we all work so hard to make sure we provide the best care for our customers and each one of them genuinely cares for their customers.

I have lived in the local area for some time now and I really enjoy getting to help out the local community. For me there is no greater reward than putting a smile on a customer’s face and helping their family through what is probably one of the hardest experiences they can go through.

Previous to joining Helping Hands I was an Operations Manager for a complex care company supporting carers and customers in the south east of England. It was a demanding job at times but I really enjoyed it and learnt a lot – experience which I hope that I can share with my new team of carers.

I have worked in care from a young age and am passionate about providing high quality care and ensuring our support is tailored to each individual. Currently, I am doing my Level 5 in Care Management and already hold a FETAC Level 5 in Advanced Nursing Studies.

### Why I chose Helping Hands

I joined Helping Hands because I wanted to work in a well-established, family-run care provider. The care we provide is simply amazing and it is great to see how much of a difference it makes in people’s lives.

