



**Meriz Hassan**  
Branch Manager - Hertford

## Meet Meriz, your Branch Manager for Hertford

### About me

“Hi, I’m Meriz, the Branch Manager for Hertford. My responsibilities are the smooth running of the branch to ensure that both our customers and our carers are happy. I not only assess customers’ needs, but ensure our carers are well-trained and qualified to meet and fulfil individual needs by always delivering compassionate and person-centred care. Being able to deliver outstanding care is my goal, and I strive to achieve this each and every time.”

### My experience and expertise

Meriz is currently completing her QCF Level 3 in Health and Social Care and building her way towards completing her Level 5 effectively.

She began her career in health and social care by volunteering at Princess Alexandra Hospital in the A&E Department. She then took a slight detour, as she wanted to do more out in the community, by joining Helping Hands as an Visiting Carer. She has been with Helping Hands for almost three years; having made her way up to Supervisor, Care Coordinator and now Branch Manager.

Her progression over the years has allowed her to gain the knowledge, skills and experience required as a person to allow her to grow and be where she is today. Having experience both out on the field delivering care and coordinating and organising the care has given her a very clear insight and understanding of what families and customers look for in a care provider. She also believes this has given her the confidence she has today to run a successful branch and manage a caring and dedicated team effectively.



## My experience and expertise continued...

“What I enjoy most about my job is knowing that my customers and my team are happy. For me, this truly is an accomplishment. I still enjoy going out and delivering care; knowing that I could be making even the smallest difference to someone’s life is very rewarding.”

## Why I chose Helping Hands

“I wanted to join Helping Hands as I have experienced first-hand the challenges of finding ‘good care’ for a loved one, and I wanted to be part of a company and a team who can take part of that stress away from the family and their loved ones.

“From my personal perspective, being able to keep our customers in their own home, surrounded by family and friends and their memories, makes such a difference to their mental wellbeing. It gives their loved ones the opportunity to spend quality time with them, rather than being the carer themselves.”

