



Michelle Burke

Live-in Area Care Manager - North

**Hello, my name is Michelle,
your Live-in Area Care Manager for the North.**

About me

Hello, I'm Michelle and I'm the Live-in Area Care Manager for the North region. My main responsibilities in this role include overseeing numerous live-in care managers and ensuring that all aspects of care provided is of a high standard – dealing with customers and carers alike. I also oversee our carer services team that do a great job at looking after our carers' scheduling and placements, seeing positivity spread across the region and seeing direct growth and satisfaction increase through the efforts of my team.

In my spare time I run a voluntary self-funded, non-profit Morris Dancing group, which I have run for over 30 years. The group is mainly for vulnerable children and young adults, and we aim to make a difference in their lives each week through discipline, teamwork, a place to feel happy and most of all to have lots of FUN. I danced myself for 38 years and retired as the top winning leader of the year and overall troupe of the year. In addition to running the group, I spend time with my two amazing granddaughters, Gracie and Jessica.

My experience and expertise

Prior to joining Helping Hands, I worked in the pharmacy industry for most of my working career, growing through the roles from a Saturday member of staff to a senior area manager. I have developed many members of my teams through my career.

I have an NVQ in Dispensing and am currently working towards a Level 5 in Leadership and Management.

Why I chose Helping Hands

I did a lot of research about the business before joining and liked the way Helping Hands operated. I felt I could relate to the personable way we treat each other and the morals of the company. I like the fact that the MD and CEO are personally invested in the success of Helping Hands and put our carers and its staff first in their business model.

I think that we offer a wide range of support here and all services are always customer focused. As soon as I joined the business I immediately felt welcomed and knew I had made the right decision to move from pharmacy after 25 years.