



Tracey Jane

Live-in Care Manager – South West

Meet Tracy, your Live-in Care Manager for the South West

About me

Hello, I'm Tracey, a Live-in Care Manager in the South West. My role is to support both carers and customers in my local community in order to ensure a high-quality service is delivered that is in line with all Helping Hands values. I am also responsible for visiting customers, decision makers and carers on a regular basis, ensuring all care needs are being met to the highest standard, as per requirements stipulated in customer support plans. My passion has always been to help others and my approach has always been one of respecting the people I work with and work for. This has provided me with the opportunities to build trusting relationships with both customers and the care team that I manage and promoting an effective and efficient team providing high quality care.

My experience and expertise

I have worked in the care sector for over 20 years now, beginning my career working in residential care settings in Plymouth. Moving on, I held deputy care roles, before eventually becoming a Registered Manager for one of the largest branches of a nationwide care company. As part of this, I managed the three large contracts for the local authority, including reablement, emergency response for carers and domiciliary care. Other experiences in my career have been teaching NVQ diploma's in Health and Social Care, managing a residential care home and working for the local authority in Cornwall. These roles have provided me with invaluable skills, knowledge and understanding the importance of partnership working to ensure that the customers receive the very best care from the very best people.

Why I chose Helping Hands

When I saw the opportunity to work as a live-in care manager for Helping Hands, I leapt at the chance. Working for Helping Hands has enabled me to continue managing a great team and area, whilst still being able to retain the one-to-one support I enjoy so much.

Qualifications

- Level 5 Diploma in Leadership and Management for Health and Social Care
- Level 4 Preparing to teach in the lifelong sector (PTTLS) – Teaching award
- NVQ Level 3 in Health and Social Care Assessors award