

# Meet Emma

Care Supervisor, Bluebird Care



## What is a care supervisor in social care?

Emma is a care supervisor for Bluebird Care, supporting vulnerable adults to live independently and safely in the comfort of their own home. Her role involves:



- meeting new customers and assessing what care they need
- developing care plans and setting up packages of care
- introducing care assistants to new customers
- performing regular customer reviews to ensure the service is running as it should
- delivering on-the-spot training to care assistants as required.

Emma also works with a colleague to deliver a 'Home from Hospital' rapid response service. This service provides two weeks of 24-hour support for people that have been in hospital and would like to return home.

Emma also leads the Bluebird Care Wands Worth Respite Service in partnership with The Alzheimer's Society and Wands Worth Carers Centre, providing respite for carers who look after a family member or friend without another means of support.

She enjoys the relationship she has with the people she supports and their families.

## How did she get here?

Emma joined Bluebird Care as a care assistant. She was then promoted to part-time field care supervisor. This meant that she still worked one to one with people but she took on additional responsibilities such as spot checking, medication checks and meeting with customers to ensure they were happy with the care they're receiving.

After a year, she was invited to work in the office learning their administrative procedures and supporting the co-ordination team. This gave Emma the opportunity to learn a range of new skills and she began to realise that went into keeping a care business running well!

As the organisation grew, Emma had proved herself ready for promotion and was made care supervisor in a full-time position.

## Where can it take her?

Throughout her career Emma has understood the importance of continuing to learn new things and she has done lots of short courses including dementia care and parkinson's disease.

Emma's currently doing a level 5 qualification and is being developed for promotion to a customer services manager. To help her in this promotion, she supports the current customer services managers and provides cover for them when needed. This has helped her gain relevant experience, ready for when a full time position comes up.

Emma's ambition for the future is to carry on doing what she feels passionately about and perhaps one day become a care manager, something her level 5 diploma will support her with.

## What would she say to others interested in a career in care?

Emma says, not everyone can work in care; you need to be the right type of person. She suggests approaching your work as if you were caring for your own family as this will mean you always provide the best care you can.

If, like Emma, you would like career progression, her advice is

**If there's an opportunity – always take it and look for ways to shine. Always do your best**

She explains that a bad experience in social care can be just as valuable as a good one, as it will help you learn, understand more about your own abilities and help you decide which role is really right for you.