



Case study

Hillary is relatively new to the social care industry, having worked in his first, and current role of Care Coordinator, for only seven months. Although it's early days and he's on a steep learning curve, Hillary already feels that the sector will be able to provide him with a progressive career path and hopes to achieve success through hard work and commitment. His employer, Holistic Community Care, provides supported living and care for service users in their own homes.

Hillary Maz Viwana
Care Coordinator
Holistic Community Care

www.skillsforcare.co.uk

I care...

Background

Hillary had a good insight into the social care and health industry, having witnessed his mother working in a nursing capacity for 35 years. Aged 23, he recently made a drastic change in his career, moving from an electrician's role to an administrative position within a social care organisation; a move that he believes to be his best yet.



Career progression

When a family friend suggested that he consider a position at Holistic Community Care, Hillary was a little uncertain about the huge transition from an electrician's role to that of Care Coordinator, but realised that this was his opportunity to become a caring professional and make a real difference. He hasn't looked back.

Hillary initially started at Holistic Community Care on a three-month trial period and passed this induction phase.

“I am really proud to have successfully completed my induction period, considering I had no prior knowledge or skills of working in social care. I owe credit to my manager and peer group and those who trained and supported me to learn the ropes so quickly.”

When the opportunity arose to take on an Apprenticeship at the company, Hillary grabbed it. Being funded to study for a level 2 qualification in Business Administration was also particularly attractive, as Hillary knew that this would not only help him in his role of Care Coordinator, but also help to catapult him onto the social care career ladder.

A role in social care

Hillary's core remit involves liaising with social services and the team of carers at Holistic Community Care, to ensure that people who use the service receive the right level of service, at the right time. He works closely with the management team, supervisors, another Care Coordinator and the care team.

No two days are the same for Hillary, which is part of the enjoyment. He is involved in day-to-day assessments of service users' requirements, creating care packages and allocating care workers accordingly.

“In my job, I learn new things every day. The most satisfying part of my role is ensuring that our service users receive the very best levels of care. Any concerns or complaints are managed and resolved as soon as possible.”

Because this is his first role in social care, Hillary has found it challenging in parts but rewarding in terms of continuous learning and being able to take on more responsibilities, as his confidence and remit grows.

Ongoing support

Hillary has received a great deal of support in this first social care role. This is spurring him on to develop himself further through on-the-job training and taking on more skills-based training courses. Every fortnight, Hillary is visited by an Apprenticeship mentor who assists with his business administration course, as well as offering guidance on working in an office environment.

Although Hillary is still in a settling-in period in the Care Coordinator role, he already knows that this is the right career path for him. He has ambitious plans that he strongly believes will be within his reach for the future.

“This position has given me the scope to move into any business field and opened up many options for the future. I want to remain in social care and maybe even start my own care business one day, or work up to a senior management position. In the meantime, this company is progressive, so I want to grow with it and continue to achieve success and help those that need it along the way.”

Hillary is keen to spread the word about how satisfying a role in social care can be.

“I would strongly recommend a career in social care to anyone who wants to help make a difference, however small. It’s a very good career. I was inspired by my mother and I want to inspire others and help them to realise the vast career opportunities on offer.”

Skills for Care

West Gate
Grace Street
Leeds
LS1 2RP

Telephone 0113 245 1716
Email info@skillsforcare.org.uk
www.skillsforcare.org.uk/recruitment

© Skills for Care 2012
