

CAREERS IN CARE



Why start a job when you
can start a profession?

CAREERS IN CARE

At Right at Home we know that the homecare sector provides excellent opportunities, for those interested in working in a new industry. There are many different career pathways and progression opportunities you can work towards.

This careers brochure will showcase some of the exciting roles to choose from within Right at Home and explain the training, development and career progression on offer to help our employees reach their true potential.

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INTRODUCING RIGHT AT HOME

Right at Home UK is a national homecare provider delivering the highest quality, trusted care and support to adults living in the comfort of their own home.

An employer of choice, trusted by generations to make a difference every day

Our services are highly personalised, yet flexible to meet the needs of the people we assist. Our CareGivers help with companionship, wellbeing support, health and hygiene care, meal preparation, dementia care and much more. We can provide support on a short-term or long-term basis, ranging from an hour per day through to 24-hour live-in care.

At Right at Home we can only provide the highest quality care to our Clients, if we take good care of our incredible CareGivers. That's why we offer competitive rates of pay, continuous training and ongoing support.

Giving CareGivers time to build relationships and improve lives...

Every member of the Right at Home family is committed to providing high-quality care.

Our preferred minimum care visit time is one hour. This allows our highly trained CareGivers the time to listen, get to know Clients well, complete tasks properly and build meaningful relationships.

OUR CORE VALUES

WHAT MAKES A RIGHT AT HOME CAREGIVER?

To deliver great care and support, it is vital we attract and retain CareGivers who live the Right at Home values and have the right skills and approach to deliver truly life-changing services.

At Right at Home, our values are at the heart of everything we do. It is our commitment to these four core values that enables us to deliver on our promise of improving the quality of life for our Clients and their families.



TRUST

Trust is fundamental to building strong, collaborative relationships with our Clients and their families.

QUALITY

We are committed to providing the highest quality care and support; the same kind of care we would like for our own family.



COMPASSION

We pride ourselves on person-centred, outcome-focused care, delivered with compassion, sensitivity and without judgement.

RESPECT

We promote an all-inclusive culture, where colleagues and Clients can be themselves. We respect people's wishes, seek to understand their aspirations and support them to achieve their personal goals.



A family-feel team

Each Right at Home business across the UK shares the same family feel culture. We do this by valuing and listening to our teams.

"As a Registered Manager, I try to invest most of my time into my team. In my view, if your team is happy, your Clients are happy. Team engagement is really important. The meetings are for the staff - making sure they are kept in the loop, provide clarity and give them a chance to share their feedback. If they know what to expect from us as a business, then they also know what we expect from them as staff."

Emily, Registered Manager



WORK FOR AN EMPLOYER WHOSE VALUES ALIGN WITH YOURS

"When I joined Right at Home they put me at ease straight away and explained their values which appealed to me. I love being able to help people. The friendliness of the team was evident straight away, that every team member strives to deliver person-centred care and we have time to spend with our Clients. It is very welcoming and supportive."

Samantha, Registered Manager



WHAT IS A CAREER IN CARE ALL ABOUT?

If you haven't worked in care before it is very likely that you already have lots of transferable skills and experience without even realising it. Perhaps you have helped to care for younger siblings, older relatives, or had responsibilities in job roles which are suitable for care too.

We're here to help shed some light on what it's really like to be on the front line and *making a difference every day*. The care sector is varied, meaning there are lots of job roles within different departments, which is not always clear to those who have not worked in care before.

Three of the most common misconceptions about care are:

1. *There is no progression in the care sector*
2. *Working in care is a low-skilled job*
3. *Care work is rushed and staff are stretched in their jobs, so don't get to ensure quality for their Clients*

Read on to find out how Right at Home ensures that all their employees are provided with the best training and support, so their career aspirations are met and Clients can receive the highest level of care.

Working in care is not only a very rewarding role, but also an incredibly skilled profession



When recruiting,
we ask ourselves a simple
question...

Would I trust the CareGiver to look
after my own mother in her home?
We only recruit if the answer is a
definite 'YES'.

What makes a great CareGiver?

CareGivers have a multitude of skills and abilities; from delivering very complex care needs and medication administration to utilising sophisticated emotional intelligence and communication skills, to promote independence and reassurance to those they care for and their loved ones.

At Right at Home, it's important that all of our CareGivers want to make a difference to the lives of those in their care. If you share our core values, then we can provide you with all of the training and development you will need to help support you in your career in care.

PATIENT

Patience is an essential skill for successful CareGivers. You will work with a wide range of needs and abilities and be responsible for helping your Clients to achieve both their daily and long-term objectives. Some of your Clients may be living with Dementia, and might need time to complete activities. As a CareGiver, it is your role to help them to maintain as much independence as possible.

GOOD COMMUNICATION SKILLS

Whatever your role with Right at Home, communicating well is vital to your success. It's not just Clients that you'll be interacting with, but their relatives too, as well as district nurses, doctors, and of course, lots of your Right at Home colleagues!

COMPASSIONATE

A great CareGiver can empathise with their Clients, listen closely, and forge meaningful relationships. It's important for our CareGivers to get to know and understand each Client as an individual, to be able to provide them with the most personalised support they need.

DEPENDABLE

We always expect our CareGivers to turn up on time so our Clients receive their care the way they want, at a time when they want to have it delivered. Being punctual to care calls helps build trust with your Clients to forge that valuable relationship.

TRUSTWORTHY

Administering medication, managing finances, handling reports and care plans are just some of the vital responsibilities we entrust our staff with. Being trustworthy and honest is key to building professional relationships. That's why we complete thorough checks and training to ensure we employ only the best CareGivers to join Right at Home.



HOW TO BECOME A RIGHT AT HOME CAREGIVER

Right at Home aims to support you with your goals, whether that means becoming a CareGiver for the first time or stepping up into a senior or management position.

If you're new to care and would like to become a CareGiver, you don't need experience - we can teach you everything you need to know, holding your hand every step of the way. What you do need is to be committed and passionate about supporting others and working as part of a solid team.

CAREGIVER - NEW TO CARE

We cover all your need-to-know topics in our thorough induction programme which includes the following and much more...

- Your role as a CareGiver
- Person-Centred Care
- Equality and Diversity
- Lone Working
- Fire Safety
- Personal Care and Hygiene
- Understanding Care and Support Plans
- Communication skills
- Mental Health and Disabilities
- Safeguarding
- Risk Assessments and Fire Safety
- Infection Prevention and Control
- Moving and Assisting
- Basic Life Support
- Medication Administration

In addition to classroom based training, you also receive shadowing and mentoring in the field so you feel comfortable and confident putting your new knowledge into practice.

Achieve your Care Certificate or All Wales Induction Framework in no time with our structured support and additional e-learning courses.

Start to gain new ideas and share best practice with your friendly peers and managers during team meetings and 1-1 support sessions.



CAREGIVER - EXPERIENCED IN CARE

As an experienced Care Worker, you still have room to grow.

That's why on top of our thorough induction programme, you'll have access to plenty of great opportunities to keep you learning and progressing.

Here are some of the additional courses available:

- Dementia Specialist Support
- Enhanced End of Life Care
- Care Planning
- PEG Feeding and Catheter Care
- Blood Pressure Monitoring



Get support to complete your RQF level 2 qualification and even think about becoming a Senior CareGiver.



As well as undertaking higher level courses you can train to become a mentor for newer CareGivers joining the team. Allowing you to pass on your knowledge and experience.



Receive coaching and mentoring from the Senior team to help you take your next step.

Becoming a CareGiver

"I joined Right at Home after sustaining an injury that meant I could no longer work in construction. The induction process was really informative and even though I'm a hands-on learner, I took loads away from it and it gave me the knowledge I needed to get out there and do my job as quickly and professionally as possible."

My favourite part of the induction was the shadowing, because although you can explain things in a classroom, I think it's when you're out there with real people that you learn most. All of the Carers I shadowed were fantastic and helped me to learn even more on the job and I love that Right at Home provides this kind of training."

Since my induction, I've completed further qualifications and I'm now a Dementia Friend and received further training on eating disabilities too. What I love most about my job is being able to help Clients achieve their goals – it is so rewarding. I am hoping to complete further training in mobility and specialise in this area, because it is amazing seeing Clients who couldn't sit up in bed previously, be able to confidently get up and out of the house."

Jordan, CareGiver Team Leader



ROLES IN CARE

AT RIGHT AT HOME

LIVE-IN CAREGIVERS

Live-in CareGivers enable adults requiring more frequent care and support, to remain independent and live in their own home for as long as possible. As a Live-in CareGiver, you will live with your Client in their own home and support them with many aspects of their personal care, health and wellbeing. You will have lots of regular contact and support from the office and management team to make sure you feel happy and confident in your role.



SENIOR CAREGIVERS

Senior CareGivers have a higher level of responsibility to CareGivers. As well as supporting our Clients, they support with elements of compliance too. This means they will often carry out field visits, to make sure CareGivers are happy and comfortable in their role. This may also include checking paperwork to make sure it is completed correctly, and where needed, they may offer a little bit of coaching to help improve a CareGiver's skills.

Seniors are required to report any changes or additional support needs for Carers and Clients to the management team who will then help to action those changes.

CARE COORDINATORS

Care Coordinators or Schedulers, work closely with managers, CareGivers, Clients and family members to allow them to plan and book care visits. This is mostly an office-based role, using a special scheduling system / software to plan care visits. Coordinators need to be good communicators; their role may also include matching new Clients to a suitable CareGiver, phoning and emailing Clients and CareGivers, monitoring and maintaining Client and CareGiver files and recording changes to support needs. A very important role, keeping everyone informed and up to date.

Training for Senior CareGivers

- RQF Level 3
- Observation and Supervision Skills
- Managing Difficult Conversations
- Active Listening and Action Setting

Training for Care Coordinators

- Enquiry Management Skills
- Systems and Scheduling Training
- Managing Difficult Conversations
- Observation and Supervision Skills
- Care Coordinator Forums
- Handling Complaints



RECRUITMENT AND MARKETING

As a business grows, they may decide to bring on individuals responsible for finding new top talent and raising the company's profile in the local community. We have some excellent marketeers and recruiters in the Right at Home network. They help with social media, using job boards, organising community events and much more.

DEPUTY MANAGER

Deputy Managers work very closely with the Registered Manager (RM). They will support the RM with managing the business, the team within it and quality of care being delivered. They play a key role in maintaining and improving the compliance within a service.

A Deputy role is a step up from Senior Care Assistant or Care Coordinator and a great steppingstone up to the RM role.

Training for Deputy Managers

- Care Planning
- Risk Assessments
- Dealing with Safeguardings
- Supervision Management
- Auditing and Quality Assurance
- Leadership and Management

TRAINING COORDINATORS

Trainers are key to enhancing compliance, staff retention and CareGiver competence and development. Professional CareGivers can carry out some complex tasks which require lots of training and ongoing assessment to make sure they are continuously working confidently and safely.

To support this, Trainers will offer classroom and field-based training as well as 1-1 coaching and mentoring too.

REGISTERED MANAGER

Registered Managers (RMs) have overall responsibility for managing the business, the team within it and the quality of care being delivered. Providing leadership, management, and the highest level of support to their teams, our RMs are vital to each office team's success. In addition to having experience providing care, they must also take responsibility for the health and safety of Clients and staff and regulatory requirements. A varied and challenging role, our Registered Managers are resilient, hardworking and fantastic communicators who inspire and motivate their team through challenges, milestones and achievements.

Training for Registered Managers

- Regional RM forums and support groups
- Annual RM Conference
- Internal diploma programme to help you achieve outstanding results with the regulator
- Managers Essentials Programme
- Finance Management

Career Progression



Care Coordinator

"I progressed up to Coordinator from being a CareGiver. Having previous experience as a CareGiver really helped me in this role because I understand their challenges which means I can better understand how to solve common problems. For this role, I had lots of training on how to use the scheduling system. I have attended some other role specific courses like Managing Difficult Conversations which helps with building relationships and handling complaints. I am currently working towards my level 5 qualification and continue to get compliance based training to keep my skills and knowledge up to date."

Amrit, Care Coordinator



Senior CareGiver

"I started with Right at Home having never worked in Care before. I completed my Care Certificate and am getting lots of support from my manager to progress to Senior. I am finishing my Level 2 qualification now and moving onto level 3 afterwards. I love the extra responsibility I have and enjoy the blend of office and field-based duties too."

Chevonne, Young Ambassador of the Year

CareGiver

There are lots of opportunities to progress from CareGiver into senior or management roles. Follow the pathway to learn how our staff have progressed in their career at Right at Home.

Training and Compliance Manager



"I have been with Right at Home for 4 years and started as CareGiver. During my time here I have progressed into more senior roles. I have completed my level 3 in Health and Social Care and have attended the internal Train the Trainer Academy, allowing me to become accredited to deliver a range of practical and mandatory CareGiver courses to our team. I absolutely love teaching and supporting others and am looking forward to completing my Level 3 Award in Education and Training this year."

Belle, Training and Development

Deputy Care Manager



"I started with Right at Home as a CareGiver in 2012. Since then, I have completed my Level 2 and 3 in Health and Social Care and have received a wide range of internal training, shadowing and mentoring to allow me to progress to Field Supervisor and then onto Care Coordinator. In October 2021, I was promoted to Deputy Manager. As a Deputy I still have access to great learning and development opportunities. I recently attended the Annual Managers Conference and in the coming months I'll be attending a Coaching and Mentoring programme."

Natalie, Deputy Manager

Registered Manager



"I started working for Right at Home in 2011 as a CareGiver. I was working part time while studying for my Health and Social Care degree. After a couple of months, I progressed to Care Coordinator and after another 18 months, the Registered Manager role became available. I applied and I've been here ever since! Over the years I have continued to keep my knowledge up to date by attending internal compliance courses and Management events with Right at Home such as the Annual Managers Conference, where we share lots of best practice and learn about new initiatives to help us improve performance in the business."

Elsa, Registered Manager

TRAINING AND SUPPORT

FROM RIGHT AT HOME

At Right at Home, we don't just have a thorough and robust training plan for our CareGivers, we have lots of support available for other roles in the business too. Here's just a snippet of some of the courses available to help our employees continue to learn and develop:

Senior and Scheduling roles:

- RQF level 3 Enrolment and Support
- Observation and Supervision Skills
- Managing Difficult Conversations
- Active Listening and Action Setting
- Enquiry Management Skills
- Systems and Scheduling Training
- Observation and Supervision Skills
- Handling Complaints
- Coordinator Workshops and forum groups

Junior Management and Registered Manager roles:

- RQF level 5 Enrolment and Support
- Leadership and Management
- Quality Assurance and Internal Auditing
- Risk Assessing and Care Planning
- Evidencing outstanding practices to your regulator
- Regional managers forums and support groups
- Annual managers conference
- Managing finances
- Recruitment and Retention
- HR, Health and Wellbeing Support

All employees have a role specific assessment framework. This is reviewed at every supervision to help the individual see what else they can be doing to improve their skills and abilities!

Right at Home also offers access to over 120 e-learning courses through our Learning Management platform so our employees can learn on the go!

"I joined Right at Home because I fell in love with the professional yet family feel of the company. The training and support offering available to all employees is huge! From the e-learning platform to the internal workshops and development programmes, I have everything I need to not only support my learners, but to continue to learn and progress in my own role too."

For anyone looking to work for an organisation that truly values their employees, I would strongly recommend a career with Right at Home."
Catherine, Training and Compliance Manager



What is it like working at Right at Home?

"I started as a CareGiver and had an amazing manager that believed in me and was always coaching me, giving me the confidence to keep learning more. I started taking part in inductions, learning on the job and because I was doing more, I wanted to progress more. I moved into coordinating, then invoicing and ended up adapting to business needs which meant progressing all the way to Registered Manager (RM)."



I had opportunities to develop my skills and knowledge at every point. Even though I wasn't an RM then, my manager believed in me and sent me on courses at manager level, as well as things like the RM conference. You have to want it yourself but if you have that support then you can fly. So now I try to give my staff the boost they need to help them fly. We all have wings, it's my job to help them find them. I did my level 5. I wouldn't have had the opportunity to do that if it wasn't working here - they made it much easier and I had full support to do that whilst I was working."

Rimi, Registered Manager

HOW TO APPLY JOIN THE RIGHT AT HOME FAMILY

You may feel ready to submit that application, or maybe you have some further questions - whatever stage of your application you are at, there are a few easy ways you can get in touch.



CALL US

Our welcoming office teams are ready at the end of the phone, happy to answer any questions you may have. Sometimes a friendly voice is all it takes to put you at ease.



VISIT YOUR LOCAL OFFICE

We now have over 70 offices across England, Scotland and Wales, covering broad areas of the country, so you may be closer to your local Right at Home team than you realise. If you're feeling nervous, pop in to say hello to your local team who will be more than happy to have a chat over a cup of tea!



APPLY ONLINE

The Right at Home website contains even more information that may help you, as well as lots of job listings explaining specific roles in more detail. Still not sure which role is for you? Leave us a message with your email or number and we'll get back to you within the next couple of days.



CONTACT US TODAY

