



Immaculate Song

Area Care Manager - South East

Hello, my name is Immaculate Song

Area Care Manager for London in our South East.

About me

I am the area care manager for our London branches in the South East region.

My role involves leading a team of dedicated registered managers to ensure the highest standards of care is delivered to our customers daily, and our care staff have the most up-to-date training to support them within their role. I oversee operations, making sure all our branches are compliant with current regulations, meeting and surpassing standards and financial targets.

In my spare time, I coach unfulfilled professionals to uncover their true potential and make a living out of it. I enjoy spending time with my family and travelling to places I have never been before.

My experience and expertise

My background is in marketing and project management. I first took interest in social care when I was looking for a flexible role that will enable me to be actively present in the day-to-day affairs of my kids. Providing care to adults in their home was rewarding, so I studied and gained the Level 5 Diploma in Leadership within Adult Health and Social Care. I have worked across various roles within social care including being a registered manager and operations manager responsible for multiple services within the private market and local authority.

Why I chose Helping Hands

Helping Hands has a unique flare to business based on its foundation of kindness. I have witnessed the company live by its core values, “listening and understanding, focus on people, building on our successes and excellence every time”. I have truly felt part of a business that does the right thing for people by putting customers care at the forefront of everything and valuing its employees at the same time. Working for Helping Hands Home Care is truly fulfilling.