



Sophie Parker

Area Care Manager, South West

Hello, my name is Sophie Parker

Area Care Manager - South West

About me

My main roles and responsibilities as Area Care Manager are to oversee and improve the running of the branches within the South West. I am responsible for ensuring that our clients and carers are kept safe, and that the service we are providing is of high quality.

I have always had a passion in caring for others. The term 'Caring' for me has never been about rushing in and helping someone to get washed and dressed. For me it's about making a positive impact to someone else's life; helping them achieve what they want, and enabling them to remain independent at home in the place that means the most to them.

The care we provide at Helping Hands is of such high quality, and I truly believe that if my parents required care, Helping Hands would be the first I would contact. The carers always go over and above to ensure the clients are happy, and as a branch manager that's certainly one thing I can say I am proud of. It's clear that all of us at Helping Hands Taunton, live, sleep and breath the culture and we love what we do.

My experience and expertise

I have been working in care for around 5 years now, and it's the best decision I ever made. I previously trained and studied as a Personal trainer, sports masseuse and nutritionist, a job I can say I enjoyed, but it wasn't as much a passion as the one I am doing now. In my spare time, I enjoy going for walks with my golden retriever Jenson, socialising with friends and also studying. I am currently studying Level 5 in Health and Social Care Management, which I am thoroughly enjoying.

I previously worked for another care provider for 3.5 years. I started off as an office administrator, and gradually worked my way up to Deputy Care Manager. My main responsibilities in this role consisted of managing a large portfolio of clients, reviewing their care packages and ensuring this reflected their current care needs. I could list all of the other responsibilities, but the list would go on.

I am currently studying my Level 5 in H&Scare. I am also a Train the Trainer moving and handling assessor. I have also trained in Dementia Awareness which was certified by City and Guilds.

Why I chose Helping Hands

I chose Helping Hands because of their ethos. They value their carers, and without the carers, the business wouldn't be successful. The autonomy of the branch manager's role was also what I was looking for, as I hadn't been able to have that in my previous role. I feel this is important and enables you to make a true difference doing what you love.

I look forward to making Helping Hands the best care provider in the South West!