



# Meet Nicola

**Team Leader and Moving and Handling Trainer,  
Bluebird Care**

**Nicola has a background working in social care. She had a career break after having children and chose to return to the social care sector when her youngest started school. She took on extra responsibilities in her initial role as care worker and progressed to become a team leader and trainer.**

## What is a team leader in social care?



Nicola is a team leader with Bluebird Care in Croydon. Her role involves:

- supporting a team of staff
- carrying out spot checks and supervisions
- auditing daily diary sheets
- administrative tasks
- buddying new staff.

Nicola loves her job; there's never a day when she doesn't want to go into work and she's never bored. She enjoys the variety in her role; one day she could be delivering training and the next supporting someone with an activity.

## There's always something interesting to do or to learn

She particularly enjoys building strong relationships with the people she supports and making a difference to their lives. She also enjoys supporting members of her team and seeing them grow in confidence.

## How did she get here?

Nicola previously worked in social care before starting with Bluebird Care. She took a career break to start a family, and when her youngest child started school she decided to look for a role in the sector.

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

Nicola would recommend working in care because you can make a real difference to people's lives. In some cases you may be the only person someone sees that week.

