



“Building relationships is key”

With more than 65% of support staff NVQ qualified, Outreach 3 Way has a well-deserved reputation for training and development. Katie reflects on her journey to becoming Registered Manager at Clayton House.

“I studied Health and Social Care at college but, upon leaving, I really didn’t know what I wanted to do,” says Katie, who is the youngest Registered Manager at Outreach 3 Way. “My mum was working for a care-providing agency and she told me they were opening a new department for adults with learning disabilities.”

Katie’s work with this agency took her to Outreach 3 Way, where she was offered a permanent job as a Support Worker in the Day Service. “After working there for a time I felt I needed a change,” Katie reflects. So when the opportunity arose, I moved to residential care. Here I gradually worked my way up to become Registered Manager of Clayton House, which has up to six residents with high support needs.”

Katie manages nine members of staff and her days are made up of supervisions, appraisals, staff meetings, budgeting, house finances, residents’ finances, on-call duties and so on.

“I also try and stay as hands on as possible with the service users as I would hate to lose that contact,” Katie comments. “I love building relationships with the service users, encouraging them to be independent and seeing them achieve things – no matter how big or small. The job means I face new and exciting challenges every day.”

Katie is very positive about the support she has received as she has progressed within Outreach 3 Way to become our youngest Registered Manager.

“The training and support I have received from Outreach 3 Way has been fantastic. I have been able to take my NVQ 3 and 4 in Care and I have now passed my Registered Manager’s Award,” Katie says.

