



**Charlotte  
Thompson**

**Day Care Worker**

### Can you give us a brief outline of your work history?

I started my career as a support worker in a supported living service for adults with learning disabilities, and after two years, I took a management post within the service. After eight years in this role, I moved to Alzheimer's Society, where I was the Project Co-ordinator for a befriending service for people with dementia. I then moved to the Southern Trust as a Day Care worker in Bannvale SEC.

### What made you decide this career path?

I always knew I wanted to work in a role where I could care for vulnerable people in our society. When I started my first job, offering care and support to adults with learning disabilities, I knew this was a career path I could enjoy for many years.

### How did you train for this role/educational route?

I completed my degree in Sociology with Criminology with the University of Ulster in 2009. Since then, I have completed a number of training courses and completed ILM Level 4 in Leadership and Management.

### What qualities are required for your job – personal and professional?

Anyone who works in day care needs to be caring, compassionate, respectful, and have a good sense of humour. Professionally, day care workers need to be well-organized and able to adapt to respond to changing needs and crisis situations, as well as being supportive of both service users and staff.

### What does a typical day involve?

A typical day starts with a morning huddle with other day care workers and management to discuss any operational or service user specific information. The rest of the day is varied and can include supporting service users with medication, completing competency assessments with staff, staff supervision, liaising with AHP's regarding service users' needs, creating and implementing programmes and activities for service users, writing care plans, planning staff training, and much more.

### What do you like best about your job?

The best thing about my job is spending time with service users and working as a team of staff to provide the best level of care and support possible. There is never a dull moment, and every day is different!