



## Emma Kelly

Day Care  
Support Worker

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

Since the age of 18, I have always worked in the health and care industry. I started working as a domiciliary care assistant for one and a half years, then I went on to work in a mental health and learning disability supported living unit for two years. Currently, I am working in a Social Education Centre for adults with learning disabilities for almost two years.

### What made you decide this career path?

I have always had a passion for working with people with disabilities or additional needs, both young and old, to help make a positive change in their lives and impact people's lives on a daily basis.

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

I studied Health and Social Care as one of my GCSE subjects, which I passed with a grade C. That helped me to get my first job, and the experience I gained from working helped with my training and knowledge. I also had full training provided in all my jobs that I started.

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

As a support worker, you need to have the following qualities: passion, which is perhaps the most important quality a care worker can exhibit, good people and communication skills, empathy, patience, the ability to accept criticism, attentiveness, a sense of humour, positivity, being organised, working well within a team, and dedication.

### What does a typical day involve?

A typical day involves providing direct care and attention to service users. Your responsibilities include physical care, support for the service users' emotional well-being, and following safeguarding procedures, including fire safety. Daily responsibilities can include helping service users with toileting, eating, personal care, and providing company and activities.

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

I love that there is always something new to learn. No two days are ever the same, which is great because you are always learning and having new experiences. I consider myself very fortunate to work in a field that is always changing and growing with new capabilities and ideas.

### What advice would you give anyone thinking of doing your job?

I would encourage anyone thinking of doing a job like mine to go for it if you are passionate about helping others. Working in healthcare, whether directly or indirectly to another person, will change lives and impact families, which gives you such a great feeling of satisfaction. It's a very rewarding job.