



Natasha  
Murphy

Day Care  
Support Worker

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

At the age of 16, I began working as a cleaner and dishwasher in a nursing home. When I turned 18, I transitioned into the role of care assistant and worked there until I was 22, when unfortunately the nursing home was due to close.

### What made you decide this career path?

After the closure of the nursing home, I started working as a domestic assistant in Craigavon Area Hospital (CAH) and worked through the challenges of COVID cleaning. In 2020, I became a Domestic Supervisor in CAH. However, as a domestic worker, I was not allowed to have any patient contact, and I felt that I was more of a hands-on person. Therefore, at the end of 2022, I began working in a Day Care Centre, supporting individuals with mental and physical disabilities.

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

I was given the opportunity to complete e-learning training initially, and the job involves continual development.

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

Personal qualities required for this job include being caring, compassionate, patient, a good listener, empathetic, fun, motivated, honest and kind.

### What does a typical day involve?

My typical day involves supporting service users with physical disabilities. I start my day as a guide-help on the buses, bringing people into the centre. When we arrive, we follow different programmes of care, both individual and in groups. We have a timetable of events, offering choice and variety of activities.

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

I love my job; I find it to be very rewarding, and I enjoy helping others. Although there comes with it a lot of responsibility as these are people's lives, the positives of the job outweigh the benefits.

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

If you are a caring person who interacts well with others, supports others to achieve their goals, and makes a difference, this is a good career choice. There are also career progression options.