

ANNE

SENIOR SUPPORT WORKER



Anne's apprenticeship journey - building confidence and leadership skills in health and social care

Anne began her apprenticeship journey at Rivacre in Ellesmere Port after completing her care certificate, eager to deepen her knowledge and shape her career in health and social care. She recognised that an apprenticeship would allow her to enhance her skills and further develop her role within the organisation. This decision marked the beginning of a transformative journey, both professionally and personally.

Expanding knowledge and skills

Anne's Level 2 apprenticeship reinforced her understanding of care standards, policies, and procedures, building on her care certificate and on-the-job training. This solid foundation enabled her to perform her role to a high standard. Progressing to a Level 3 apprenticeship, Anne focused on leadership development and was introduced to practical tools like the GROW feedback model, which she now uses to conduct meaningful and effective staff supervisions. These apprenticeships not only enhanced her technical knowledge but also allowed her to explore the "why" behind everyday practices, helping her apply her learning in practical and impactful ways.

Support from Rivacre and Making Space

Throughout her apprenticeship, Anne received unwavering support from her Manager Dreena and Deputy Julie. Their guidance and encouragement were instrumental, particularly during challenging moments. Their shared knowledge and advice helped Anne navigate her coursework and apply her learning effectively. The supportive environment at Rivacre made a significant difference, ensuring Anne always had the resources and assistance she needed to succeed.

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**NATIONAL
APPRENTICESHIP
WEEK 2025** 10-16 February


making space
Kind hearted care and support

New opportunities and achievements

Anne's apprenticeship journey gave her the confidence to pursue opportunities beyond her immediate role. She applied to join the Care Workers Advisory Board, a project led by the Care Workers Charity to raise the voices of care workers and address critical issues within the sector. As part of this role, Anne now collaborates with care workers across the country, sharing insights and contributing to discussions that influence policy. Her achievements include earning double distinctions for both her Level 2 and Level 3 qualifications, a milestone that inspired her to continue her development through a Level 4 apprenticeship.

Personal and professional growth

Completing her apprenticeships has transformed Anne's confidence. She now makes informed decisions, supports her colleagues effectively, and builds professional relationships with external stakeholders. Personally, the experience has shown her that growth is always possible, and her willingness to take on challenges has opened doors she never imagined.

Advice for aspiring apprentices

Anne encourages anyone considering an apprenticeship to take the leap. "Go for it," she says. "The support from the team at Paragon the management at Rivacre and Making Space made all the difference. They were patient, kind, and always ready to answer questions, ensuring I fully understood the coursework. With the right support system, you can achieve more than you think."

Anne's apprenticeship journey is a testament to the power of learning and development, proving that with dedication, support, and the right opportunities, it's possible to build confidence, develop new skills, and shape a meaningful career in health and social care.

If you are ready to make a real difference in people's lives whilst enjoying a work environment where you are truly valued? Then join us at Making Space! Explore rewarding career opportunities here careers-makingspace.icims.com/jobs/intro.