

November 2024

CHLOE'S CAREER JOURNEY AT MAKING SPACE...



At 26, Chloe has progressed quickly since joining Making Space in 2021. Starting as a Mental Health Support Worker, she is now a Service Manager, overseeing three Supported Living services. Her journey shows the growth opportunities available at Making Space for those who want to learn and advance.

Chloe began her professional life as a nursery practitioner, working with children aged 2-5. Her personal experience caring for her mother inspired a shift in her career path toward adult support services. She gained experience as a support worker with various companies before discovering Making Space.

Attracted by the organisation's values and vision, Chloe applied for a position as a Mental Health Support Worker within the Community Services Division. Working part-time, she quickly realised her passion for the role and a desire to contribute more significantly.

Chloe's dedication didn't go unnoticed. She expanded her responsibilities by taking on the role of a Carer Support Worker alongside her initial position. Soon, she began managing both the carer support and mental health support roles while continuing her direct support work.

In December 2022, an opportunity arose for a Supported Living Services Team Leader position. Eager to explore this area, Chloe embraced the role, leading both the supported living team and the community services team. Recognising the need for changes in one of the supported living services to better meet the needs of the people supported, Chloe spearheaded a transformation of the service model.

Chloe's successful leadership and initiative have led her to her current role as a Service Manager for three supported living services. In this role, she oversees the day-to-day management, ensuring high-quality support is provided, the needs of the people supported are met, and the safety of all is maintained. She is also responsible for ensuring all services adhere to policies, procedures, and the values of Making Space.

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Chloe attributes much of her success to the training and support provided by Making Space. She completed her Level 3 NVQ in Lead Adult Social Care, which equipped her with valuable knowledge in safeguarding, communication, medication management, and positive risk-taking.

Currently, Chloe is progressing towards her Level 5 qualification, further enhancing her leadership skills and expertise in adult social care.

One of the key challenges Chloe faced was implementing major changes in a service, despite having limited experience with such transitions. She successfully navigated consultations and worked closely with commissioners to restructure the service. Chloe overcame these challenges by maintaining a positive, determined attitude, staying focused on achieving the best outcomes for both staff and the people supported, and receiving continuous support and encouragement from her manager.

Chloe encourages colleagues to seize opportunities for advancement:

“ If the opportunity to progress arises, go for it. Even if you're worried about applying, take the chance. You'll receive immense support and guidance from the beginning, and it never stops. Don't hesitate to ask questions or seek help - there's no judgment here.

When asked about advice she wishes she had at the start of her career, Chloe shared:

“ Say yes to opportunities that scare you. Initially, stepping out of my comfort zone was terrifying, but embracing these challenges has been incredibly rewarding. Thanks to the support from everyone at Making Space, I now confidently take on new opportunities.

Chloe's journey at Making Space exemplifies how dedication, continuous learning, and seizing opportunities can lead to significant career advancement. Her story highlights the supportive environment at Making Space, where professional growth is nurtured, and employees are encouraged to reach their full potential.


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Kind hearted care and support

Interested in advancing your career like Chloe? Explore the opportunities at Making Space and utilise your learning to make a difference: careers-makingspace.icims.com/jobs/intro