



# How I became a deputy manager

Zainab Saleem is a Deputy Manager at the Care Company Plus. After graduating from university, Zainab's care career began in a HR role before progressing to a more senior role.

"I have a lot more responsibility in the Deputy Manager role. My employer has helped me to undertake extra training and qualifications and has always been available when I had questions. I value the support I receive from my manager. It gives me comfort to know somebody is overseeing the work that I'm doing."

| Page  | Quote  | Role                      | Leadership development   |
|---|--|---------------------------|--|
|  | <p>"Because the HR role didn't include much care related work, before accepting the new position, I started to directly deliver care to help better understand what it was like working in the field.</p> <p>"By continuing to deliver care as part of my deputy manager role, it helps me to understand what the carers face on a day to day basis. I think that unless you have actually provided care yourself, how can you manage it?"</p> | Deputy Manager            | Level 5 Diploma in Leadership for Health and Social Care, shadowing opportunities and higher level mandatory courses |
|  | <p>"I was initially involved in recruiting carers, arranging training, as well as supporting supervisions, appraisals, probations etc.</p> <p>After 18 months in the HR role, the opportunity arose for a Deputy Manager position."</p>  | HR Business Administrator | Level 2 Diploma in Business Administration and mandatory courses   |

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