



Careers in Care with Right at Home

Care for a life you love





Contents

Build a Career with Right at Home	4
More Than Care: A Career with Real Possibilities	5
Who Are We?	6
Our Care Professionals Save Lives	10
Trusted Support for Independent Living	13
The Impact of Our Care Professionals	14
Exploring Our Roles and Opportunities	18
• Carer	21
• Senior Carer	22
• Live-in Carer	23
• Care Coordinator	25
• Training Coordinator	26
Business Growth and Operations Roles	30
A Career That Grows with You	33
• Deputy Manager	37
• Registered Manager	38
• Recruitment and Marketing	43
How to Apply	47



Build a Career with Right at Home

Care is not a single role — it is a profession with many paths.

Across our teams, this spans roles in recruitment, marketing, care coordination, operations and office-based support. Each of these plays a vital part in the quality of care we deliver.

Whether you're entering the sector for the first time, returning after a break, or bringing experience from another profession, we'll support you to develop, specialise, and progress in a direction that feels right for you — building a career you can be proud of.



More Than Care

A career with real possibilities

Here's what that looks like in practice.

At Right at Home, progression is shaped around what you want to achieve — whether your ambition lies in care, clinical practice, business operations, or management.

Alongside high-quality care and clinical training, we help people build the wider skills that underpin an exceptional care service.

This includes developing confidence in leadership and decision-making, understanding how services are planned, delivered, and sustained, and strengthening knowledge of quality, compliance, and governance.

We also invest in the tools to get you there: recognised qualifications, role-specific training, and hands-on experience across the business.





Who Are We?

At Right at Home, we believe that every career in care is a chance to change lives – including your own. Whether you're looking to start fresh in a new sector, build on existing experience, or climb the career ladder, there's a place for you in our team.

Right at Home is one of the UK's leading homecare providers, delivering trusted, high-quality care to adults at home and in their local communities. We enable Clients to maintain their independence in a comfortable setting, supporting often stretched local healthcare facilities through proactive, personalised care.

More than just a job, it's a vocation

Every day, we see the power of ordinary moments: a smile that eases loneliness, a chat about the weekend's football, or a reassuring hand that restores confidence.

Our mission is to provide personalised, life-enriching care at home, shaped around each person's choices and connections. From companionship to complex care and support, we move past the practical to nurture trust and create memories that help every Client thrive.

We support you, so you can support others

We know great care starts with happy, confident care professionals. That's why we provide:

- Competitive pay rates
- Flexible working hours for Carers
- Ongoing training and professional development
- A supportive team environment





"It was an easy decision to become a full-time Carer at Right at Home."

Supporting Clients is genuinely life-giving, and there's a real sense of purpose in knowing you're part of something so meaningful."

Jo, Carer with Right at Home





Our Care Professionals Save Lives

With a career in homecare, you can make a real difference in the lives of others.

Our roles sit within a wider, connected healthcare system. By supporting people to live safely and well at home, we help enable recovery in familiar surroundings and reduce the need for unnecessary hospital stays.

Through skilled, attentive care, our teams play a vital role in supporting people beyond hospital settings. This includes working closely with GPs, community nurses, and local healthcare services to ensure each person's needs are understood and responded to at the right time.





Right at Home Carers develop strong, hands-on experience in personal care and companionship, helping people stay safe, comfortable, and independent at home.

Senior Carers and Care Coordinators build confidence in leadership, care planning, and coordination, ensuring care is delivered consistently as needs change.

Specialist training in complex care enables our teams to support people with higher needs at home, while knowing when and how to involve primary care teams.

Together, this experience builds transferable skills and a deep understanding of how homecare fits into the wider health and care landscape, creating meaningful career pathways for those who want to grow within care or progress into broader healthcare roles.





Trusted Support for Independent Living

The role of our Carers goes far beyond day-to-day support. You are often the person who knows a Client best — noticing small changes, understanding what's normal, and offering reassurance when something doesn't feel right.

It's this continuity that helps concerns be raised early and addressed quickly, often preventing situations from becoming more serious.



The Impact of Our Care Professionals

Helping people return home sooner

Homecare supports safe discharge from hospital, with the right care in place to recover comfortably at home.

Reducing avoidable readmissions

Consistent visits and care that adapts over time help reduce the risk of complications, supporting longer-term wellbeing at home.

Noticing changes in wellbeing

Through everyday observation, care professionals are often the first to spot subtle changes and raise concerns when needed.

Supporting people with more complex needs

With the right training and support, care professionals can help people with higher or changing needs remain safely at home, while involving healthcare professionals at the right time.









"The training I've received at Right at Home has been essential to my career growth and building my confidence. With this support, I achieved my Health & Social Care qualifications and was able to progress from Deputy Manager to Registered Manager in less than 10 months. Now, not only do I get to see the huge impact our care has on our Clients and their families, but I also get to mentor my colleagues to continue to make a difference across a lot of lives."

**Samuel Harrop, Registered
Manager with Right at Home**



Discover Our Roles and Opportunities

Find your place in care

We are committed to offering clear career pathways and meaningful opportunities for growth. While many of our professionals start as Carers, there are numerous exciting employment opportunities at Right at Home.







Carer

Our Carers are the lifeblood of the Right at Home family, providing face-to-face support that transforms lives and helps Clients stay safe and well in their homes.

We provide all the training and support you need. What matters most is your commitment to helping others and your ability to work as part of a dedicated team.

Our comprehensive induction programme covers all the essential topics, such as:

- Person-Centred Care
- Safeguarding
- Understanding the Carer Role
- Equality and Diversity
- Communication Skills
- Mental Health Awareness
- Infection Prevention and Control
- Moving and Assisting
- Medication Administration
- Basic Life Support
- Learning Disability and Autism Awareness
- Privacy and Dignity
- Fluids and Nutrition

In addition to classroom-based training, you'll gain hands-on experience through shadowing and mentoring, helping you feel confident in your role.

You'll also complete your Care Certificate, co-developed by Skills for Care, with structured support and complimentary e-learning modules to guide your learning and help you build confidence. Team meetings and one-to-one sessions offer opportunities to share ideas and best practices, ensuring ongoing development.



Senior Carer

Beyond delivering exceptional support to our Clients, Senior Carers take on additional responsibilities that contribute to both compliance and team development. They act as mentors and leaders within the care team, ensuring that Carers feel confident, supported, and valued in their roles.

Key responsibilities include:

Field Visits: Conducting regular visits to observe and support Carers in their day-to-day roles.

Quality Assurance: Reviewing paperwork to ensure accuracy and compliance with care plans and regulatory requirements.

Coaching and Mentorship: Providing ongoing coaching to enhance Carer skills and confidence.

Communication: Reporting any changes or concerns regarding Client care or Carer needs to the management team promptly.

Training and Development Opportunities

RQF Level 3 Qualification or Equivalent: A recognised qualification to advance professional care expertise.

Observation and Supervision Skills: Techniques to effectively monitor and guide Carers.

Managing Difficult Conversations: Strategies for handling sensitive situations with professionalism and empathy.

Active Listening and Action Setting: Enhancing communication skills to ensure Client and Carer needs are understood and met.



Live-in Carer

A live-in Carer lives alongside their Client in their home, staying overnight and offering support when it's needed most. This level of care is suited to Clients with more complex needs and health conditions. While live-in Carers stay in a Client's home for extended periods, they don't work around the clock. They work longer, alternating shifts or multi-week placements with full breaks. It's a role that is built on trust and connection so you can make a genuine difference to someone's life.

Key responsibilities include:

Personal Care: Assisting with bathing, dressing, and other daily living activities.

Household Support: Managing household tasks such as cooking, cleaning, and laundry.

Companionship: Offering emotional support and engaging in activities that enhance the Client's quality of life.

Health and Wellbeing Monitoring: Ensuring the Client's safety and liaising with healthcare professionals when necessary.

Training and Development Opportunities

Comprehensive Induction: Covering all aspects of the role to build confidence and competence.

Ongoing Support: Regular check-ins with our office and management team, and scheduled cover from other Right at Home Care Assistants to provide breaks.

Specialist Training: Opportunities to develop skills in areas such as dementia care, mobility assistance, and end-of-life care.





Care Coordinator

Care Coordinators are the backbone of our operational team, ensuring seamless delivery of high-quality care.

This office-based role requires excellent organisational skills and the ability to juggle multiple priorities effectively.

With the right training and support, this role can serve as a stepping stone to senior operational or managerial positions within the care sector.

Key responsibilities include:

Scheduling Care Visits: Using specialised software to match Clients with the right Carers based on their skills, preferences, location, and availability.

Communication: Acting as a central point of contact, maintaining regular communication with Clients and Carers via phone and email.

Record Management: Keeping Client and Carer records up-to-date, ensuring compliance with regulatory standards.

Problem-Solving: Addressing last-minute schedule changes, responding to Client feedback, and ensuring continuity of care.

Training and Development Opportunities

Systems and Scheduling Training: Mastering our scheduling software for efficient care planning.

Observation and Supervision Skills: Techniques for understanding and improving team dynamics.

Handling Complaints and Difficult Conversations: Practical strategies for addressing concerns with professionalism and empathy.



Training Coordinator

With a passion for teaching, Training Coordinators are at the heart of our commitment to professional development and excellence in care. They play a key role in ensuring that our team members are equipped with the skills and knowledge needed to deliver exceptional care.

Key responsibilities include:

Delivering Training Programmes: Leading classroom and field-based sessions on topics such as safeguarding, moving and handling, and dementia awareness.

One-on-One Mentoring: Providing personalised coaching to support team members' professional growth.

Training Oversight: Tracking training completion, renewal dates, and learner competence to ensure all learning remains current, appropriate, and recorded correctly.

Resource Development: Creating and updating training materials to reflect best practices and industry advancements.

Training and Development Opportunities

Leadership Development Courses: Building skills in team management and communication.

Accredited Programmes: Opportunities to achieve formal qualifications in training and development.

Networking Opportunities: Participation in regional and national forums to share knowledge and learn from peers.





"Our accredited Train the Trainer programme is a fantastic opportunity to build confidence, develop knowledge and gain the skills needed to deliver mandatory training to your team. It's fantastic to see people grow over those sessions, connect with others in the network, and leave empowered to deliver outstanding training."

**David O'Brien,
Head of Workforce
Development with
Right at Home**







Business Growth and Operations Roles



Supporting Care Behind the Scenes

A career in care means more than providing hands-on support. It also means coordinating services, supporting teams, and shaping outcomes that have a direct impact on people's lives.

Our office teams play a vital role in ensuring high-quality care is delivered safely, consistently, and with compassion. Working closely with Carers, Clients, families, and primary healthcare professionals, these roles help keep everything running smoothly — so care can happen where it matters most.

As high-quality care businesses grow, they can offer opportunities at every level, from entry-level and junior roles through to senior and leadership positions, in areas such as:

- Recruitment and people support
- Operations and compliance
- Marketing and community engagement
- Business development

Whether you're organised, people-focused, analytical, creative, or leadership-driven, there's a role where your skills can make a real difference.





A Career That Grows with You

People join our office teams at different stages of their career. Some start in junior or support roles and progress into specialist or leadership positions over time. Others bring experience from healthcare, administration, retail, marketing, HR, or management and continue to develop their careers within the care sector.

Wherever you start, we support your progression through:

- Role-specific training and recognised qualifications
- Opportunities to specialise or step into greater responsibility
- Ongoing development in leadership, quality, and service delivery
- Clear pathways to progress as your experience and confidence grow

You'll be part of a supportive, purpose-led team, working together to improve lives — including your own.



"Starting out in finance, I could have moved into any sector, but nothing compares to care. It's an industry where the work genuinely matters, conversations flow because the impact is real, and you can see the difference you make every day. My journey from Finance Manager to Director shows that care is a sector that welcomes people from many backgrounds, and Right at Home supports that by surrounding you with experienced professionals to learn from."

**Rhys, Deputy Managing Director
with Right at Home**







Deputy Manager

Deputy Managers are key leaders within our offices, supporting the Registered Manager in overseeing all aspects of the business. They are instrumental in maintaining high standards of care and compliance while fostering a supportive environment for team members.

Key responsibilities include:

Team Leadership: Supervising and mentoring staff to ensure high performance and morale.

Compliance Oversight: Conducting audits, managing risk assessments, and ensuring adherence to regulatory requirements.

Client Relations: Building strong relationships with Clients and their families to understand and meet their needs.

Operational Support: Assisting with staff recruitment, training, and scheduling to ensure seamless service delivery.

Training and Development Opportunities

Leadership and Management Training: Developing skills for effective team and business management.

Care Planning and Safeguarding Courses: Enhancing expertise in these critical areas.

Auditing and Quality Assurance Training: Ensuring compliance and continuous improvement.

Pathways to Registered Manager Roles: Structured support for career advancement.



Registered Manager

Registered Managers are the driving force behind each Right at Home office. They are responsible for leading the team, managing day-to-day operations, and ensuring the highest standards of care.

As a Registered Manager, you will shape the future of your team and your community.

Key responsibilities include:

Strategic Leadership: Setting the vision and direction for the office.

Regulatory Compliance: Ensuring all activities meet regulatory standards.

Team Management: Inspiring and motivating staff to deliver exceptional care.

Financial Oversight: Managing budgets, resources, and performance metrics.

Training and Development Opportunities

Managers' Essential Standards

Programme: Focused on leadership and regulatory standards, this programme provides the tools and expert support to help you lead a high-quality service and successful team.

Finance and Business Management

Training: Developing skills to run a successful care operation.

Networking Opportunities: Access to quarterly RM forums and an annual conference jam-packed with workshops and peer support groups.

Advanced Qualifications: Internal and external programmes for achieving outstanding regulatory results.





"Right at Home's Registered Managers' Conference is a fantastic opportunity for Registered Managers to connect, share insights, and support one another in all aspects of the role. The workshops are both informative and engaging, with plenty of fun along the way. Celebrating the achievements of fellow Right at Home franchises is truly inspiring, motivating us all to make a meaningful difference in people's lives every day. This uplifting and enriching event is a privilege to be part of, and I feel incredibly fortunate to be a member of the Right at Home family."

Liza Bolden, Registered Manager with Right at Home









Recruitment and Marketing

Recruitment and Marketing professionals are vital to the growth and success of Right at Home. They ensure we attract and retain the best talent while raising awareness of our services within the community.

This role is perfect for creative and driven individuals who are passionate about people and making a difference.

Key responsibilities include:

Talent Acquisition: Developing and implementing recruitment strategies to build a strong workforce.

Employer Branding: Promoting Right at Home as an employer of choice through marketing campaigns and social media.

Community Engagement: Organising events and building partnerships to enhance our local presence.

Retention Strategies: Implementing initiatives to support staff satisfaction and longevity.

Training and Development Opportunities

Digital Marketing Training: Leveraging social media and other platforms to reach target audiences.

Recruitment Strategy Workshops: Enhancing skills in sourcing and onboarding top talent.

Community Networking Events: Opportunities to connect with local organisations and potential partners.



Clare, Right at Home

Clare's passion for helping others has been the cornerstone of her career in health and social care. Straight from school, she embarked on a nursing career, gaining invaluable experience across several hospitals in the North West and dedicating many years to the NHS. Her desire to make a meaningful difference led her to Right at Home, where she has flourished over the past seven years.





"As Care Operations Manager, I focused on building a strong, dedicated team. Working in homecare has been such a fulfilling change from my NHS days. It's amazing to see how much better people thrive when they can stay at home. They're in familiar surroundings, enjoying the food they love and encouraged to stay mobile — it's a far better environment for their overall wellbeing.

"With the addition of clinical care training, our Carers can now provide even more specialised support. They're highly skilled care professionals delivering exceptional, tailored care, and their shared goal is to keep Clients where they want to be — at home, living independently for as long as possible."

Now, Clare's outstanding contributions have been further recognised with a new position as Care Director. In this role, Clare works closely with the Board, lending her expertise to help both Clients and care professionals thrive:

"I'm delighted to have been offered this amazing opportunity. My passion for helping Clients remain safely in the comfort of their own homes has always been central to everything I do. It's an absolute honour to now support other managers and our care teams to do the same. There is no greater reward for me than seeing others develop in the same way I did. Starting my social care career as a part-time Carer and progressing to Director, making meaningful decisions, makes me immensely proud — and I'm passionate about helping others achieve the same."





How to Apply

Join the Right at Home family

Whether you're ready to apply or have questions about a potential career in care, there are easy ways to get in touch:

Call Us:

Speak with our friendly office team to learn more.

Visit Your Local Office:

Stop by for a chat over a cup of tea at one of our 80+ offices across England, Scotland, and Wales.

Apply Online:

Visit our website for detailed job listings or leave your contact details, and we'll get back to you within a couple of days.

Contact us today to take the first step towards a rewarding career in care!



**Right at Home
Harrow**

0203 397 4555

rightathome.co.uk/harrow

