



# RECRUITMENT CASE STUDY

*Olanike Owopetu ...*

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Supporting opportunity, choice and success

# Olanike Owopetu

Manager, The Heathers

**Olanike first started her career with Consensus as a bank support worker at Blossoms in Wellingborough. It was her first experience working within the learning disability sector and she immediately realised how much she enjoyed it. Her dream was to become a service manager and eight years on that dream has become a reality and she is now service manager at The Heathers in Kettering, Northants.**

Prior to joining Consensus, Olanike had gained experience of working as a Carer in an elderly care home, supporting individuals with dementia and providing end of life care but left the role when she began her degree in Health and Social Care at the University of Bedfordshire. In her second year, she wanted to gain some experience working with people with learning disabilities and autism, so when an opportunity to join Blossoms as a bank support worker arose, she decided it would be a great chance to get her foot in the door. After finishing her degree, she joined the Brambles team as a support worker on a contract basis. Her career goal was to become a service manager and she believed this opportunity would open the way.

From the moment she began working at the Brambles, she immediately enjoyed her new working environment and especially loved getting involved with planning activities for the

individuals and supporting them to take part in activities out in the community; from attending discos and going bowling to supporting individuals to develop daily living skills to increase their independence, Olanike found supporting individuals to live a meaningful life and achieve the goals that were important to them made her feel very happy and proud.

Sean France, Olanike's Manager at The Brambles was very supportive and keen to understand how she wanted to develop her career within the learning disability sector. During a supervision, she told him that her dream was always to become a service manager. He was very encouraging and told her she could achieve whatever she wanted to achieve and that he would support her to achieve her goal. She was supported with plenty of training opportunities and after completing a level three diploma in management she was able to progress to Team Coordinator.

Olanike's leadership qualities were soon recognised by the Area Operational Manager and Regional Divisional Director from the 'talent panel' calls, a company initiative aimed at identifying exceptional colleagues excelling in their roles. Recognising her abilities were huge, her training was fast tracked and she completed Stepping Stones to Management, QCF level 5 and



four courses usually reserved for managers.

As Team Coordinator at The Brambles, Olanike's leadership skills were indispensable. She ensured the day to day running of the service was smooth and efficient, that effective safeguarding measures are implemented, CQC requirements were consistently met and shifts were fully covered with core hours delivered.

For the support team, she took the lead in providing new members with a thorough induction, instilling in them a deep understanding of the needs of supported individuals, the service and processes. She ensured there was a robust supervision process and training programme in place, so each team member received the support they needed and their knowledge and skills were always up to date.

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For supported individuals, Olanike set the tone for the support and care they received, ensuring it was always of the highest standard and geared towards supporting them to achieve exceptional outcomes. She led the activity planning for supported individuals, ensuring they had the opportunity to take part in activities of their choice, from volunteering in the community to art classes, drama and sports.

On a personal level, her support and guidance were highly valued by the team who recognised her as an effective role model and

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whose care and compassion was deeply appreciated. Olanike also led staff meetings encouraging everyone to share their concerns, thoughts and ideas around good practice and learn together from the outcomes of safeguarding investigations.

Olanike's leadership played a pivotal role in fostering a friendly, warm and homely atmosphere and an open and transparent culture. She consistently went the extra mile to support individuals to live a fulfilling and meaningful life, ensuring their care plans are person-centred, monitored, reviewed and adapted so they can achieve their goals.

While at the Brambles, Olanike got the opportunity to demonstrate her managerial qualities when she stepped into the manager's role while the manager was overseeing another service, surpassing expectations with the care and attention

she has paid to ensuring the safety, wellbeing and welfare of the supported individuals and support team.

When a service manager opportunity came up in a different service within Consensus, Manager, Sean immediately encouraged her to go for it telling her 'this is your opportunity!' She applied and was successful in being offered the service manager role at The Heathers which she started in January 2020.

Six months on Olanike says the support team have been amazing and very supportive and very well supported by her Ops Manager Chris Gell who has been available to provide support and guidance with everything she has needed. Olanike has been working hard with her new support team to continuously and consistently nurtures an environment which is caring and safe and working alongside the support team, imparting her knowledge and ensuring they feel confident and supported. Her goal is to ensure supported individuals care needs are met while maximising their opportunities to take part in meaningful activities, learn life skills and grow in independence.

