

# JACINTHA DIX

Healthcare Practice Manager, Practice Plus Group (previously G4S) Level 5 Management Apprentice

Jacintha has been a manager since 2011 and now manages a clinical team with responsibilities including managing investigations into how the practice is run, stakeholder engagement and managing centre security and performance. It's a highly performance driven environment with regular reporting required.

## FROM SELF-FUNDING LEVEL 2 DIPLOMA TO COMPLETING LEVEL 5

Whilst on Maternity Leave, Jacintha completed the Level 2 Diploma course to ensure that she continued learning and was mentally driven whilst out of the workplace. On her return, she looked into other opportunities with her manager and together they identified the Level 5 Leadership and Management. She wanted to push herself to become a better manager, a better leader and to become more confident. Having completed Level 5 and seen the impacts on her career, she is planning to apply for the Level 7 next year to help prepare her for a future Head of Healthcare or Regional Manager role.

“ I'd been in this position for quite a while. I felt confident enough to go for the Level 5 and my company said yes definitely. It was me pushing as I want to do better. ”

## FEELING VALIDATED AFTER BECOMING A CHARTERED MANAGER

The Level 5 apprenticeship and becoming a Chartered Manager as part of this has been important to her, giving her a feeling of pride and accomplishment. In addition, she feels her skills are validated and her expertise is respected and recognised.

“ I have the letters after my name, I'm so proud to put that after my signature. It means I'm recognised and you can be validated. ”

## FIVE KEY BENEFITS AND IMPACTS FOR HER AS AN INDIVIDUAL HAVING COMPLETED THE APPRENTICESHIP

Jacintha describes the impact on her personal effectiveness as “phenomenal”, taking her from a role where she didn't feel she could make decisions or have much more confidence. Now, even though she has significantly more responsibility, she feels she has the resources she needs to do her job and do it well.

“ Now, I always enjoy going to work, I lead the meetings and don't need the support and can make big decisions. I'm making a difference. I can point to the things I've done. ”

Furthermore, she recognised five key impacts of the apprenticeship on her and her career:

1. Improved confidence which has been noticed by both her peers and superiors
2. Achieved a £6,000 pay rise that she would not have received without the course
3. Greater recognition across the company opening up new opportunities
4. Promoted into a new role from a practice manager to interim Head of Healthcare, and now in a new role a Deputy Head of Healthcare
5. Improved mentorship and line-management, helping to support new admin team members who have, in turn, been promoted.

“ I feel really proud, I feel that I can achieve anything now. ”

## IMPACT ON WIDER STAFFING MANAGEMENT

In addition to the personal and professional impacts on Jacintha, she has observed positive impacts for her company in staffing issues as a result of her apprenticeship. She has noticed that staff turnover has decreased, and there has been an increase in recruitment applicants through LinkedIn, and more 'recommend a friend' applications. These come in part from her improved confidence and improved management of the team as a result of the skills and experience she gained from the course.

“ We're now able to really push staff to push themselves, morale is better, there's less churn of staff and the staff wellbeing survey is really positive. ”



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