

# Who's Who at



At Origin we have a small, hard working team who are dedicated to providing the highest possible standards of live-in care. This leaflet outlines briefly the roles we all play. Whilst we all have individual responsibilities you can speak to anyone at Origin should you need advice or to resolve a problem. However, by contacting the person who is directly responsible, you may be assured of the most prompt response.

We hope this brief outline of each of our roles will make it easy to identify the right person, whatever your query.

We all share a large open plan office in a converted mill, idyllically situated on the banks of the Lancaster canal, right in the city centre.



## PETER HENRY

Managing Director

Overall responsibility for general company strategy, development and management. Peter handles legal, corporate and business systems management and liaises with outside finance, business development, training and marketing agencies working with Origin.

## LINDA ADAMSEN



Director of Care Services

With Peter, jointly responsible for formulating company strategy policy. Linda has full company responsibilities in the absence of Peter.

Care service planning, development and management, including activities in her home country of Denmark. Liaison with new and existing clients.



## LORRAINE ROLFE

Senior Care Manager

Lorraine joined Origin in April 2006. Working closely within the Care Management Team, Lorraine is responsible for client/PA liaison, day to day operations – forecasting, scheduling and planning, training and development as well as being involved in recruitment and selection of PAs.

During this time Lorraine has attained Diploma Level 5 in Management from the Chartered Management Institute and is currently studying for a degree in Leadership and Management.

## JILL LUCAS



Care Manager

Jill has responsibility for all fully managed clients. She works very closely with both clients and PAs before, during and after assignments. Jill arranges PA support meetings and liaises on our work with Back-Up Trust, a spinal injuries charity.

Her responsibilities include: planning assignments, maintaining continuity of care, supervising PAs and ensuring client/PA relationships run smoothly and efficiently. Jill works closely with Lorraine and together they handle all PA references.



## TANYA FLOWER

Finance Co-ordinator

Much of Tanya's responsibility relates to PA wage payments, their tax and NI and any wage related queries they may have. Tanya is happy to help answer questions such as, 'how do I get an NI number?' or 'how do I get a rebate on the tax I have paid?'

Along with the usual book-keeping tasks Tanya prepares all client invoices.

## JAN DUCKWORTH



IT Administrator

Jan is Origin's IT Administrator her prime responsibility within Origin is to act as frontline IT support and system administrator for our data management systems. Jan also helps out with the PA recruitment processes including referencing, CRB checks and our specialist training course.



## KRISTINA MANIFATTORI

Secretary / PA to the Directors

Kristina is the Origin Secretary & PA to the Directors, and works directly with Peter and Linda. She is responsible for ensuring that office administration runs smoothly and efficiently. Kristina is also in charge of CRB and reference checks in respect of the new PA's recruitment process.

**Introducing...** There are two other people who work directly with Origin but are not based in our Lancaster office.

## ANNIE HUGHES



Client Service Manager

Annie is Origin's Client Service Manager with responsibilities for new and existing client assessment home visits to ensure development and management of the most appropriate individual care plans. Liaison with external agencies and support networks such as SIA, NHS and Social Services is also part of her role dedicated to maintaining the best quality care for Origin clients. Annie has a wealth of experience from her early career as a hospital and community nurse and later as a PCT commissioner and manager of PCT community services.



## JOHN HARDY

Interviewer

Based in London, John conducts most of Origin's recruitment interviews. A highly experienced recruitment consultant, John is often the first person our PAs will meet.