

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 has overall responsibility for all client/PA bookings. Main responsibilities are client/PA liaison, scheduling respite and short-term placements, in-house interviews, selection of candidates for our regular training courses and planning and organising PA support meetings. Any enquiries regarding Advanced PA Scheme, PA references and Back-Up Trust (a spinal injuries charity) should also be directed to Lorraine.

JAYE LUCAS

Care Manager

Jaye has responsibility for all fully managed clients. She works very closely with both the clients and PAs before, during and after assignments. Responsibilities include: planning assignments, maintaining continuity of care, supervising PAs and ensuring client/PA relationship runs smoothly and efficiently.



Tanya Flower

Finance Co-ordinator

Having worked in museums and archives for ten years before moving into accountancy Tanya is looking forward to taking on the role of Finance Co-ordinator at Origin.

Much of Tanya's responsibility relates to PA wage payments, their tax and NI and any wage related queries they may have. How to get an NI number, open a UK bank account and get a tax rebate, are questions she will be happy to answer.

Along with the usual book-keeping tasks Tanya prepares client invoices and can offer helpful information about split funding arrangements and individual client carer training.

When not working Tanya likes to spend much of her spare time out in the fresh air, walking in the Lake District and the Yorkshire Dales.

Thomas James

Recruitment Co-ordinator

Thom's prime role within Origin is within the PA recruitment process. Thom deals with candidate applications and queries. He is responsible for checking and applying for references once a candidate has been invited on our specialist training course. He is also on site to deal with data management systems support.



Kathryn Blundell

Secretary / PA to Directors

Kathryn is the Origin Secretary/ PA to the Directors, and works directly with Peter and Linda. She is responsible for the smooth and efficient running of the office, and also deals with administration. Kathryn is also responsible for dealing with CRB checks in respect of new PA's.

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

LEWIS NOBLE

Consultant

Lewis has, very much, a roaming role, visiting clients in their homes to ensure Origin services meet their needs in the most appropriate manner and ensuring that Origin quality service standards are maintained.

Many PAs will also know Lewis from the informal PA meetings he attends. The meetings provide an ideal opportunity for PAs to raise questions or concerns about their role and also provide the chance to meet and get support from other PAs around the country.



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.

ELAINE HAMMOND

Consultant

Elaine's time is spent visiting clients in their own homes and assessing their needs to facilitate appropriate placement of PAs. Based in the south of England, Elaine also undertakes some recruitment interviews.

