



90 Days at Action for Children: Lisa's Story

When Lisa joined Action for Children as a Practice Lead, she was stepping into a role that would challenge her, develop her skills and allow her to make an even greater difference to the families she supports. Now reflecting on her journey so far, Lisa shares how support from colleagues, valuable training opportunities and seeing the impact of her work have shaped her experience.

"Working with Action for Children has been a really positive experience. They have not only put additional support in place for the families we work with, but they have also fully supported me to learn and develop in my role as Practice Lead."

Stepping into a new opportunity

Before joining Action for Children, Lisa was working as a Nursery Practitioner within a Mother and Baby Unit (MBU). Following a TUPE transfer into Action for Children, she took on the Practice Lead role on a temporary basis while the previous postholder was on maternity leave. When the opportunity arose to make the role permanent, she was keen to take the next step in her career.

Support from day one

Periods of change can feel daunting, but Lisa says the support she received ahead of the transition made a real difference. "We had a lot of support from our Service Manager, Claire. She was on site regularly and we also had support from the other Practice Leads across the service."

Although the Action for Children approach felt different at first, Lisa quickly recognised the positive changes being introduced. "I was unsure how we would make all the changes, but I also knew the changes being made were for the better."

As she settled into her new role, she found reassurance in the support network around her. "The support and welcome I received from Claire and the other Practice Leads was invaluable. They were always on the end of the phone when I needed them."



Learning and development opportunities

One of the highlights of Lisa's experience so far has been the range of learning and development opportunities available to her. "The training and development opportunities available through Action for Children are amazing and I feel like I have gained more knowledge and experience over the last 18 months than I have throughout my whole career."



She says the Solihull and Nurture parenting programmes have been particularly valuable, helping her build confidence and expand the support available to the women and families she works with. What stands out most is the way training is focused on improving outcomes for families. "The training is centred around supporting the families we work with. Some of it is delivered not only to us but across the MBU, helping ensure a consistent approach for the mums we support."

Looking ahead, Lisa is excited to continue learning, with training on breastfeeding, understanding the impact of child removal on women, additional parenting programmes and Mental Health First Aid all on her development plan.

Making a difference

Like many colleagues across Action for Children, Lisa says the most rewarding part of her role is seeing the impact the service has on the people it supports. "My highlight so far has been seeing the difference we make to our mums and their families." Over time, growing confidence in the role has come through both experience and the support of colleagues.

"There is always something new to learn, but knowing I have support from the wider Action for Children team really helps. The training has also given me more confidence to work with the prison perinatal team and offer support for women that wasn't previously available."

Next steps

For anyone considering a role in Early Years at Action for Children, Lisa believes the work goes far beyond supporting children's learning and development. "It's about building trusting relationships with families, offering guidance and reassurance, sharing knowledge, and helping parents and carers develop the confidence and skills to support their children's growth and wellbeing."

While the role can be challenging and emotional, Lisa says it is incredibly rewarding for those who want to combine childcare with family support. As for the future, she is looking forward to continuing to learn from the mums and families she works with, helping shape services around what matters most to them. "I'm excited about listening to and learning from the mums we support, so we can continue to develop our service in ways that truly meet their needs."

If you're looking for a role where you'll be supported to learn, develop and make a lasting difference to children and families, explore our opportunities at actionforchildren.org.uk/careers