

Values-based retention toolkit

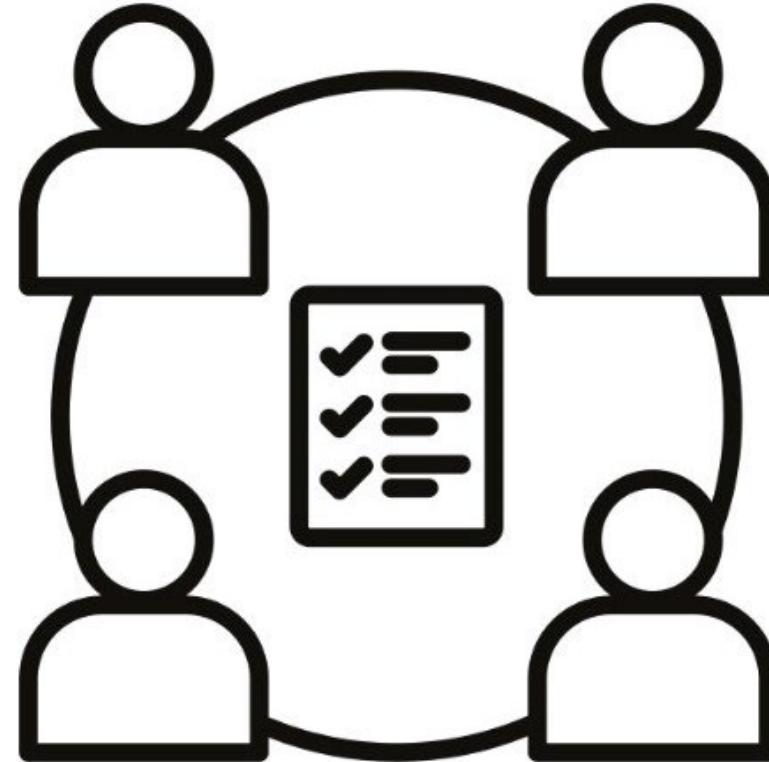
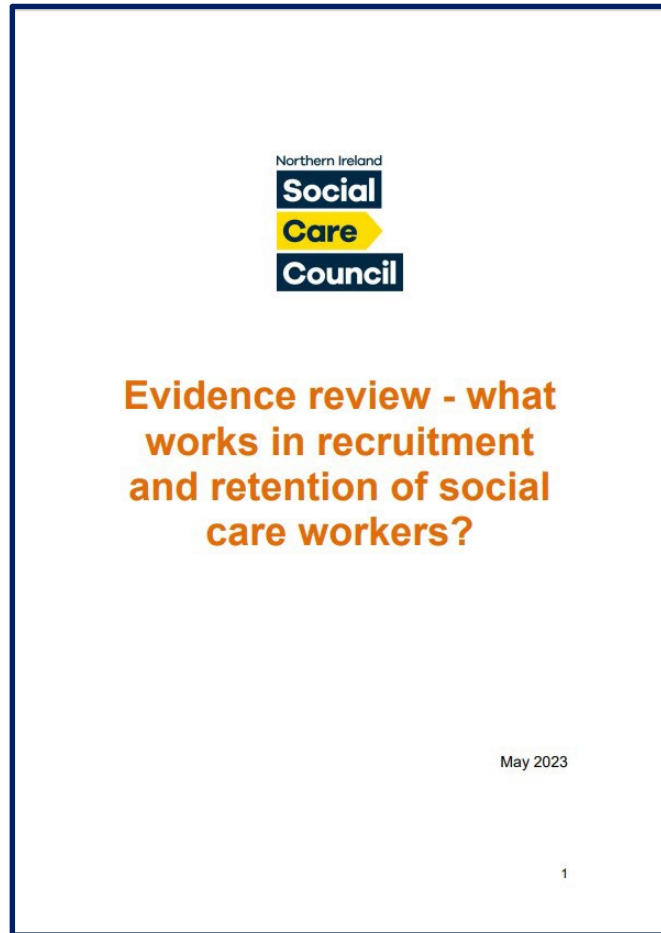
What works in valuing and keeping social care practitioners

Mairead Harkin

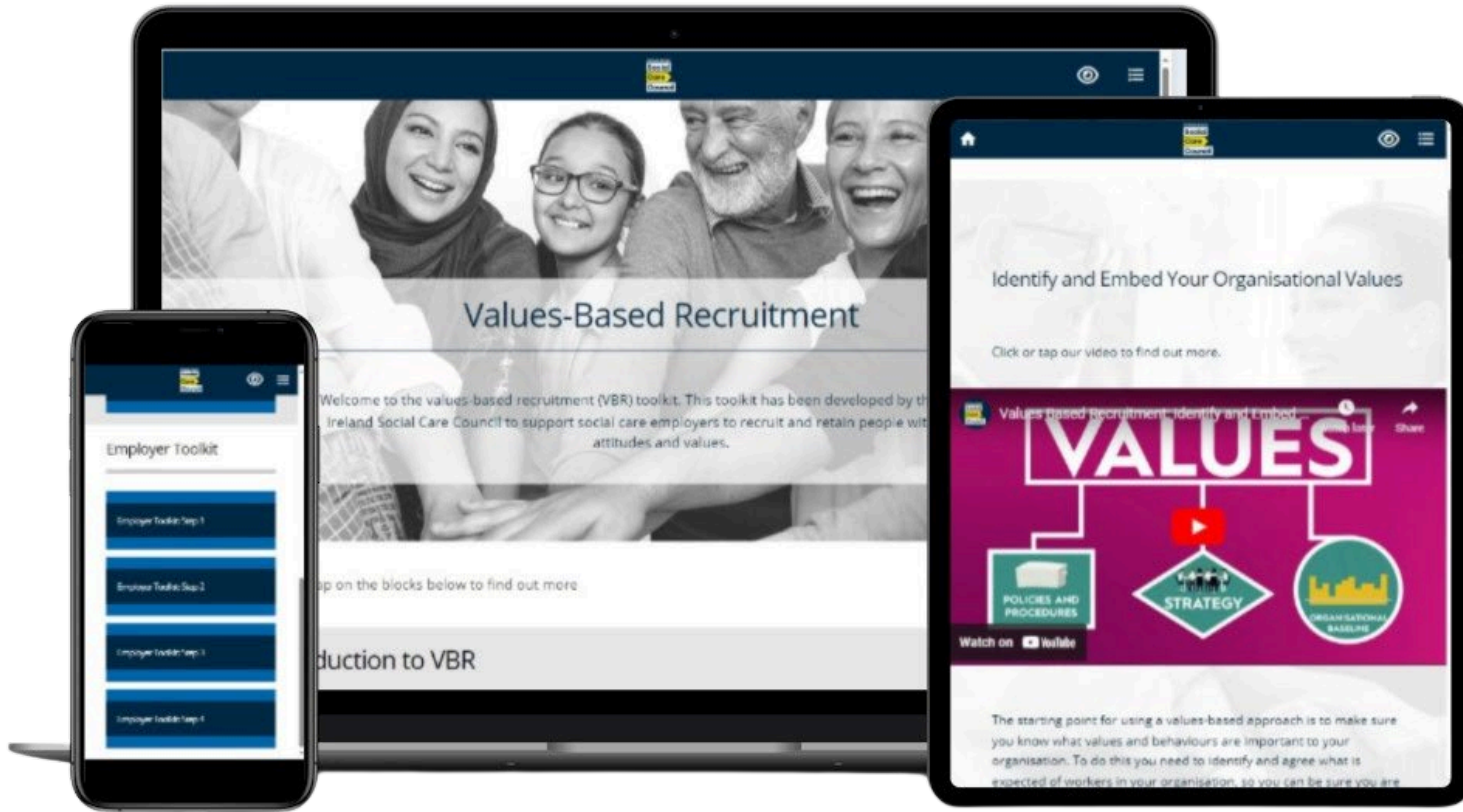
Workforce Development Officer/
Lead for Digital Learning,
Social Care Council



Evidence & Co-production/design

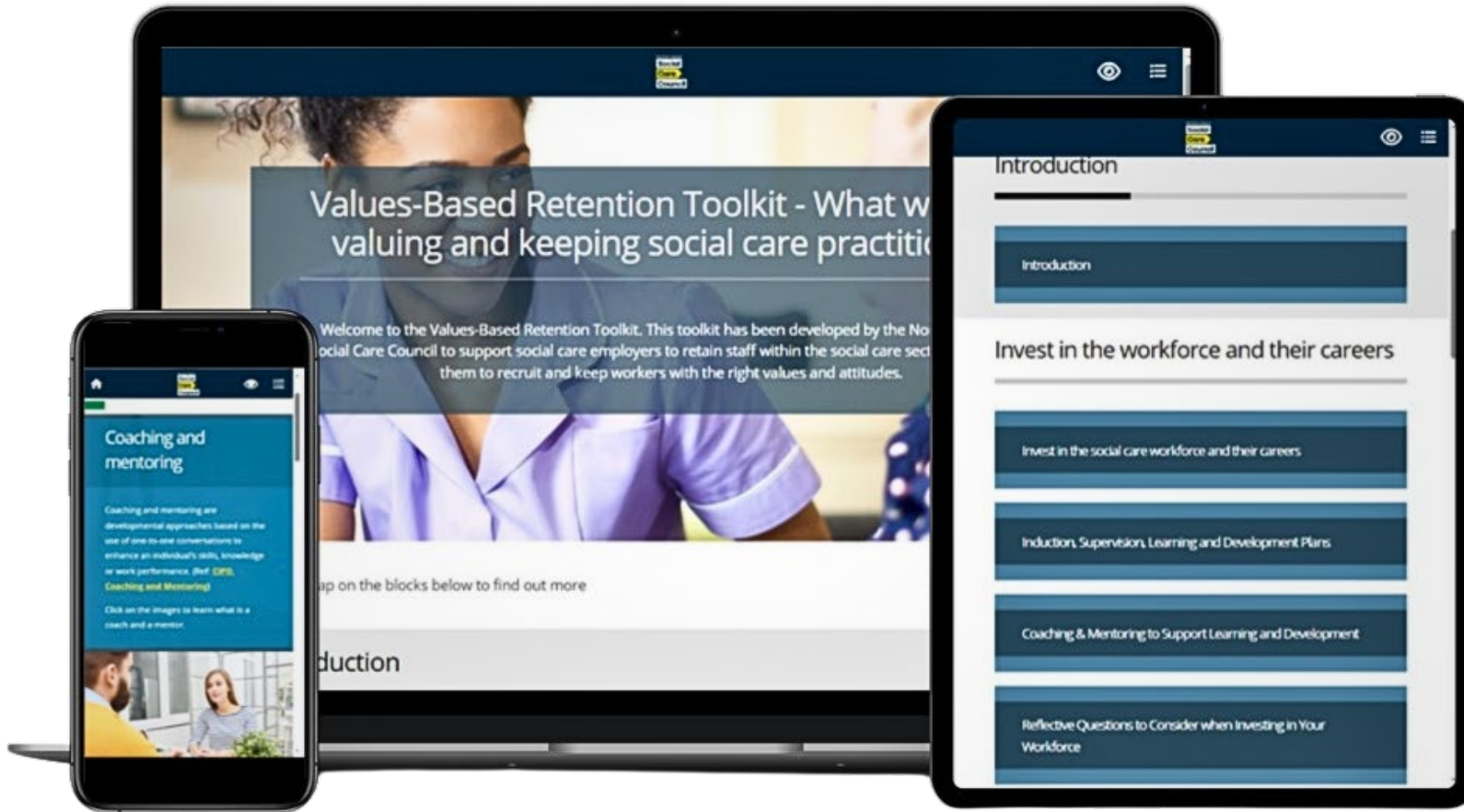


Values-Based Recruitment Toolkit



- **Published 2019**
- **Recruiting the right people**
- **Values are embedded in recruitment, induction and CPD**

Values-Based Retention Toolkit



- **Published May 2024**
- **Range of Approaches to support retention**
- **Pilot Phase**

Values-Based Retention Toolkit - What works in valuing and keeping social care practitioners

Welcome to the Values-Based Retention Toolkit. This toolkit has been developed by the Northern Ireland Social Care Council to support social care employers to retain staff within the social care sector and support them to recruit and keep workers with the right values and attitudes.

VBR Menu

Click or tap on the blocks below to find out more

Introduction



Introduction

Values Based Retention

What works in valuing & keeping staff

Introduc



Introduction

Tips for using the toolkit

Select the icons to find out more.



Accessibility



Resources



Reflective
Questions

Please take a moment to complete our Feedback Survey

Click **HOME** to return to the menu to access the first section on **Investing in the Workforce and their Careers**.

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Values Based Retention

What works in valuing & keeping staff

Reflective questions to consider

Before you leave this section here are some reflective questions to help you start thinking about investing in the workforce and their careers:

- Do you have a comprehensive and planned induction for all new staff from their first day of employment?
- Do you have effective supervision and appraisal processes and are managers trained on how to use them?
- What learning and development conversations are managers having with their team?
- Do all your staff have learning and development plans?
- How could the Care in Practice framework support staff development and career progression in your organisation?
- What learning, development and qualifications are you investing in?
- Can staff see a clear career development pathway? If not, what would help?
- What types of development meet the needs of your workforce and add value to their roles?
- How are staff supported when learning for example, through shadowing, buddying, or mentoring?
- Is coaching part of how managers support staff's development? How might you start to develop coaching practice in managers?
- Are learning opportunities and qualifications accessible to all? If not, what could be put in place to support this?

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Social
Care
Council

Anne Forsyth
Head of Workforce & Organ

Welsh and
Social Care

Values Based Retention

What works in valuing & keeping staff

Flexible working and employment

Offer

Reflective questions to consider about working conditions and roles

Here are some reflective questions to start thinking about to help you consider good working conditions and creating meaningful roles:

- Have you compared your pay, terms, and conditions to other organisations?
- How are staff supported and trained to work in a person-centred way?
- What are the strategies to prevent staff shortages which can impact other staff's workload?
- What working patterns best suit your staff team?
- Do you offer contracts of employment that offer job security and/or flexibility?
- Are staff aware of the benefits they can access?

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Questions to
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Caitlin Robinson
Area Manager, SEHSCT

Values Based Retention

What works in valuing & keeping staff

Understand


Reflective questions to consider about working conditions and roles

Here are some reflective questions about understanding your workforce/team and what motivates them:

- How would staff describe team support?
- What does the team like most or are dissatisfied about? Have you asked them?
- What do you do that supports an inclusive environment and creates psychological safety?
- Are employees' part of conversations on service user support, problem solving planning and strategic direction?
- Are their policies in place that support the management of conflict? Are these used and are managers trained in managing conflict?
- How could staff have more time and opportunity to connect as a team?
- Do you complete exit interviews with leavers and what do these tell you?
- What sort of leadership and culture do you want within your organisation?

Understand your
Workforce/Team
what Motivates

Reflective Questions to
Consider with Understanding
your Workforce/Team

Watch on  YouTube

Values Based Retention

What works in valuing & keeping staff

Feedback from a manager

Recogn



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Reflective questions for recognising and rewarding individuals/teams

Here are some reflective questions about recognising and rewarding individual work and team achievements:

- How do you recognise and celebrate the efforts of your teams?
- Are social care careers and individuals within those celebrated?
- Are people confident and skilled in providing feedback? How do you develop a culture of feedback?
- Are you reaching all individuals and groups within your organisation? If not, how might technology or other methods help you?

○ Conversation Two

Submit

Show feedback

Values Based Retention

What works in valuing & keeping staff

Reflective questions to consider about staff wellbeing

Consider the following questions:

- How is your organisation embedding a culture of wellbeing?
- When are the opportunities for staff to talk about wellbeing and share concerns?
- What conversations are happening so that staff can inform wellbeing programmes and actions to support wellbeing?
- How do you know if there is a sense of belonging, identity and if there are discussions on shared values?
- Are managers trained to support staff experiencing poor mental health?
- How are staff accessing wellbeing resources and information on how and where to get support?
- What support is available for staff and does this meet their needs?

Initiative Funded by



The first step of the programme is a undertaking a **Health and Wellbeing survey**.

Values Based Retention

What works in valuing & keeping staff

The image is a collage of overlapping screenshots from a presentation or video player. The central screenshot shows a 'Final take away message' section with text about promoting social care as a rewarding career. Other screenshots show 'Summary' sections, a video player for 'Championing a life without barriers', and circular callouts with text like 'Underpin with Values', 'Recognis and Reward', 'Positive employee journey', and 'Good ditions and ontracts'.

Final take away message

And finally, promote the positives of working in social care so that everyone sees it as a rewarding long-term career opportunity - where Social care practitioners are making a difference to lives of service users every day - workers like Rachel from L'Arche, Belfast who is a Senior Support Worker and supports Thomas who has a learning disability to live a life without barriers.

Select the play button to start the video and find out more.

Championing a life without barriers

Watch later Share

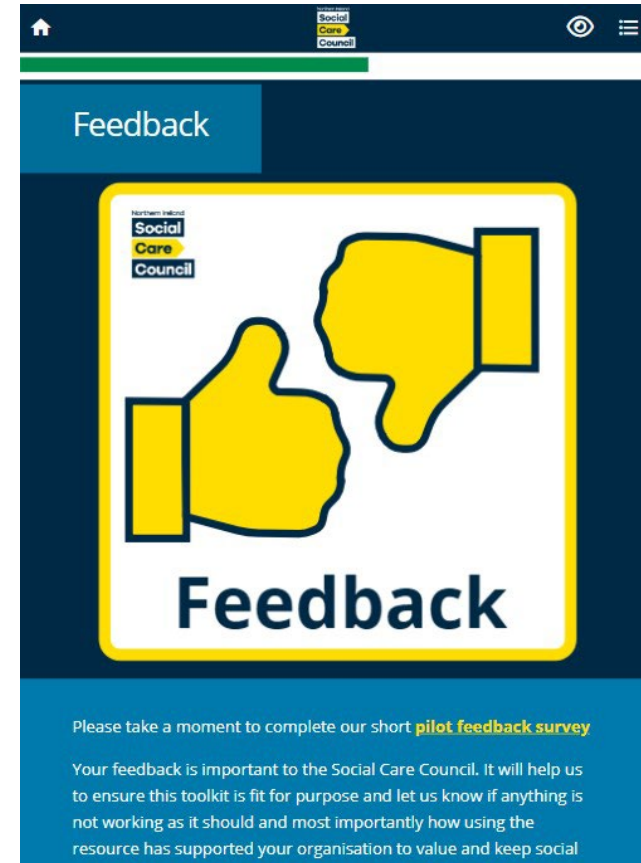
Underpin with Values

Recognis and Reward

Positive employee journey

Good ditions and ontracts

Pilot – 31st October



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How to access the toolkits

Values-based Retention



Values-based Recruitment



<https://learningzone.niscc.info/learning-resources-main/>