**Staff Welfare Agenda Policy**

**Aim of the Policy**

Care in Hand believe that its staff are its biggest asset. The aim of this policy is to focus on the welfare of all employees within Care in Hand and provide a model of management where by all staff have the right to access support, enablement, encouragement and respect. The key themes aim are to focus on the following – Wellbeing, Engagement, People Management, Leadership and Culture. The Welfare Agenda does not sit in isolation but works alongside ***Care in Hands Supervision Policy (May 2021).***

**Policy Statement**

Care in Hand believe through support, effective communication and most importantly respect, our people management model can see disciplinary procedures kept to a minimum. We will strive for an Operational Structure that focuses on support, encouragement and enablement, allowing staff to be the best they can be within their job role.

**Employee Welfare Officer Role**

***Care in Hand aspire to have positive leadership and competent management to bring out its positive qualities. We aim to be a well-functioning service that is open, transparent, enthusiastic, confident, dynamic, inclusive, forward looking, welcoming, optimistic and creative.***

Care in hands approach to People Management will focus on providing a network of support through it’s Line Managers. Operationally we will adopt an Employee Welfare role whereby Senior Managers will be allocated a carer who will act as an advice line for that carer through regular meetings. The Employee Welfare Officer will discuss any issues that the carer is facing or problems identified by the carer with the right heads of departments to ensure that the voice of the carer is heard and a subsequent action plan put in place. The Employee Welfare Officer role will ensure that Leadership & Manager skills take into account the following -

* Promoting a positive ethos within Care in Hand
* Managing values into practice
* Managing conflicting values
* Managing change, Resistance to change & Showing leadership & Management in change
* Good Communication
* Delegation
* Having committed staff
* Involving Stakeholders
* Managing Staff
* Managing conflicts and differences within the staff groups
* Actions to address conflicts and differences
* Transparency and Duty of Candour
* Inclusiveness
* Encouraging Innovation

**Employee Welfare Officer Question Prompts**

• General introduction – How are you etc?

• Do you have any ongoing concerns/issues that you would like to discuss?

• As your Employee Welfare Officer, where can we help you?

• Do you feel that there are any other areas that could improve staff wellbeing and morale?

**As Employers we are committed to the following -**

* committed to making sure that staff are respected and valued
* prepared to positively manage conflicts and differences within staff groups to achieve the best possible outcomes
* aim to facilitate the best model to encourage enablement & engagement with all our staff and ensure the voice of our employees are heard

**Staff Wellbeing**

All staff can expect to receive Supervision on a regular basis – one of the identified purposes of supervision is as below

**•** The Supportive function is in recognition of the stressful nature of Domiciliary care and the need for staff to be able to cope effectively with the inherent difficulties and constraints. Regular supervision assists in building confidence, raising morale and increasing commitment to retention of staff within Care in Hand. – **(HR Staff Welfare Agenda)**

Where the Employee Welfare Officer is unable to support, a referral to EAP if required will be made.

HR will seek to undertake Supervisions for any Low-Level capability issues for the Senior Field Supervisor and implement the Staff Welfare Agenda where necessary. This could include referrals for the Employee Assist Programme to support staff members.

**Operations Team**

Below is a list of Care in Hand’s Operational team who will act as mentors for their allocated carer.

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| [delan@careinhand.co.uk](mailto:delan@careinhand.co.uk) Responsible Individual  [sheena@careinhand.co.uk](mailto:sheena@careinhand.co.uk) Quality assurance  [amanda@careinhand.co.uk](mailto:amanda@careinhand.co.uk) Area Manager  [gillian@careinhand.co.uk](mailto:gillian@careinhand.co.uk) Operational Care Manager  [orlaithb@careinhand.co.uk](mailto:orlaithb@careinhand.co.uk) Clinical Care Manager  [nicola@careinhand.co.uk](mailto:nicola@careinhand.co.uk) Finance / Payroll payroll@careinhand.co.uk  [hr@careinhand.co.uk](mailto:hr@careinhand.co.uk) Human Resources (Natalia / Dan)  [jobs@careinhand.co.uk](mailto:jobs@careinhand.co.uk) Daniel Ashby (Recruitment) |

Signed: Gillian Simson

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