introduction: developing your workforce

background

One of the keys to a productive, successful business is having a skilled and competent workforce, as the Skills Pledge recognises. To improve services social care employers need to think carefully about how to ensure that staff in their organisations have the skills and knowledge to meet the changing demands in care.

There are many ways in which staff can be helped to develop the skills required and this section explains different ways in which employers can make sure that they provide the right conditions to allow learning and development to take place.

Attracting and keeping staff will require effective recruitment, induction and supervision of staff.

Enhancing the skills and qualifications of social care and social work staff will be necessary as roles become more complex, requiring greater levels of responsibility.

There is also a need for ongoing continued professional learning for all staff to support a quality service and allow career progression.

At the heart of retention is the need to motivate staff and provide rewards that are valued by them, recognition of achievement and the feeling that they are making a difference.

In addition, increased leadership and management skills are required for the major changes underway in the delivery of social care through closer working with people who use services and their carers.

what is in this section of the toolkit

The rest of this section looks at what is required to develop the workforce. It does this by exploring what is necessary at different career stages.

The briefings included in this section cover:

- recruitment of social care workers
- induction
- qualifications
- supervision
- continuing professional development
- retention of social care workers
- developing social workers
- developing leaders and managers