

The New to Care role is the starting point for a career in social care. It's **suitable for individuals who have never worked in the adult social care sector** before. Working in care is a highly skilled role, so there is a lot to learn when a person first enters the care workforce. When in the New to Care role, an individual should focus on **establishing baseline skills and knowledge and getting to a level where they are safe to practice**.

The knowledge, behaviours and skills associated with this role will ensure workers can deliver safe, effective and person-centred care. People in the New to Care role should be supported to quickly develop their baseline knowledge and skills. The Level 2 Adult Social Care Certificate qualification is a great way to ensure new starters in the sector have the right skills which have been developed in a robust, consistent and quality assured way.

The New to Care role is important for our sector because...



40% of people who leave their jobs have been working in care for less than a year¹, so it's vital that we get it right for people starting out in the sector.



It helps ensure that people who are beginning their journey in care are properly supported and develop the right skills and behaviours to set them up for a longer career.



This will help make sure we have the right number of workers, with the right skills, to meet the growing demand on the workforce in the future.



It allows us to differentiate between the knowledge and skills of someone who is just starting out and a more experienced care worker. Then we can recognise the professionalism of those in the Care and Support Worker role and the different support and development opportunities that are suitable for them.

Frequently asked questions

How long is someone expected to stay in the New to Care role?

Progression isn't based on time but should be based on development of knowledge and skills. Once an individual demonstrates the required knowledge, skills and behaviours, they may consider moving into the Care and Support Worker role. Typically, completing the learning and development requirements, including the recommended Level 2 Adult Social Care Certificate qualification, takes around 6-18 months.

Are there eligibility requirements for someone to join our organisation as New to Care?

No formal requirements or qualifications are needed. However, people who are recruited because they have the right values to work in social care tend to stay with your organisation longer and perform better. The Pathway provides a set of universal values which outline what people who draw on care and support want from the workers who support them.

Do workers in the New to Care role have to complete the Level 2 Adult Social Care Certificate qualification?

No, the qualification is not mandatory though it is recommended because it's quality assured, provides a consistent baseline for the sector and may have associated funding. Organisations may choose other methods to ensure staff can demonstrate the required level of knowledge and skills.

How can we easily communicate required knowledge, behaviours and skills to people starting in the role or considering a career in care?

The skills assessment is a useful tool to introduce New to Care staff to the Pathway. It offers a visual framework that simplifies the knowledge and skills expected to develop over time. In job adverts, highlight that these are not entry requirements, but areas in which recruits will receive support and training.

What's the difference between a New to Care role and a Care and Support Worker role?

The knowledge, skills and behaviours are similar, however a New to Care role focuses on quickly establishing these at a baseline level, while a Care and Support Worker role further consolidates and builds toward a level 3.