

Workforce Development Matters

Developing a Workforce fit
for “Changing Lives”

The Workforce of the Future as envisaged in “Changing Lives”

- The workforce of the future will need to work smarter, developing new roles and new ways of working, if it is to meet changing demands.
- Workers will need to be supported and developed by their employers to take on new responsibilities, to be innovative and to strive for excellence.
- We will need clear and visionary leadership at all levels to make sure that everyone’s knowledge and skills are used effectively.

Vision for Social Service Workers in “Changing Lives”

Social service workers should:

- Be able to use their skills and knowledge effectively
- Work to their full potential and be able to make sound decisions, supported and challenged by quality professional consultation
- Use evidence based practice and continue to learn throughout their careers
- Have a range of career options that allows progression in practice as well as in management
- Work in supportive teams and feel empowered to find innovative and creative solutions to meet people’s needs
- Have access to technology that helps them do their job effectively

Contribution of Registration of the Social Service Workforce

Scottish Executive consulted in 1998 on how the social service workforce should be registered and regulated. In response to the feedback it received it decided to create:

- An inclusive Register of key groups of workers in all sectors which would extend registration beyond those workers holding a qualification in social work
- A qualifications based Register – registration was seen as a means of ensuring that workers providing social services were enabled to develop and demonstrate that they have the knowledge, skills and values required to do their work in a safe and effective manner.

Phase 1 of Registration

Social Workers (holders of DipSW or equivalent)	Commenced April 2003
Students on new social work degree programmes	Commenced Spring 2004
Care Commission Officers	Commenced January 2005
Residential Child Care Workers	Commenced June 2005
Heads of Adult Residential Care and Adult Day Care	Commenced January 2006

Phase 2 of Registration

Day Care of Children

- Manager/Lead Practitioners
- Practitioners
- Support Workers

Commencement Dates

- October 2006
- March 2007
- October 2008

Adult Residential Care

- Supervisors
- Practitioners
- Support Workers

- October 2007
- January 2009
- April 2009
- Autumn 2009

Housing Support Workers

Preparing for Registration

- SSSC consults with the sector to scope the workforce and identify what parts of the Register and related qualification requirements are appropriate.
- Qualification requirements are set well in advance to allow planning and provision of relevant training and assessment.
- Organisations need to develop training plans which address the particular challenges they will face in supporting staff to achieve required qualifications.
- SSSC may grant registration subject to the condition that required qualifications are gained within a specified period.
- Scottish Government recognises that phased implementation of registration is necessary particularly for larger groups in the workforce but a reasonable pace needs to be maintained.

Code of Practice for Employers of Social Service Workers

As a social service employer you must:

- Use rigorous and thorough recruitment and selection processes focused on making sure that only people who have the appropriate knowledge and skills and who are suitable to provide social services are allowed to enter your workforce
- Seek and provide reliable references
- Effectively manage and supervise staff to support effective practice and good conduct and support staff to address deficiencies in their performance
- Respond appropriately to social service workers who seek assistance because they do not feel able or adequately prepared to carry out any aspects of their work

Code of Practice for Employers of Social Service Workers

As a social service employer you must:

- Provide induction, training and development opportunities to help social service workers do their jobs effectively and prepare for new and changing roles and responsibilities.
- Provide training and development opportunities to enable social service workers to strengthen and develop their skills and knowledge.
- Contribute to the provision of social care and social work education and training, including effective workplace assessment and practice learning.
- Support staff in posts subject to registration to meet the SSSC's eligibility criteria for registration and its requirements for continuing professional development.

Code of Practice for Employers

- Care Commission takes account of the Council's Codes of Practice when registering and inspecting regulated care services.
- The SSSC and the Care Commission have an agreed monitoring plan which extends to 2010/2011
- The Care Commission's report of the 2006/07 thematic inspection of safe recruitment of staff is expected shortly.
- Thematic inspection in 2007/08 is on regulated providers' training plans which the National Care Standards state must focus on workers achieving the qualifications required for registration with the SSSC.

Creating and Maintaining a Competent Learning Environment

- Creating and maintaining your workplace as a competent learning environment is vital to achieving a workforce fit for “Changing Lives”.
- Some workers will be worried about having to achieve qualifications and may need assistance to improve core skills e.g. literacy and numeracy.
- Some workers will have had bad experiences of education and will need encouragement and assistance to understand and engage with SVQs and work place assessment.
- Learning is transformational! We need to communicate that and share good news stories.
- Developing a workforce fit for “Changing Lives” requires effective and enabling leadership and management - that’s why managers are first in line for registration.