

Front-line Leaders Programme

Giving front-line care workers the tools and training to deliver better care



Bringing leadership learning to front-line care

Social care is changing. With the new Government emphasising the importance of preference and participation, the way in which care is delivered needs, now more than ever, to be grown together with people who use services.

To do this we need a workforce that is equipped with the skills and the behaviours to empower those they are delivering care to. The development of leadership capabilities and behaviours at every level of the workforce will be critical to making this happen.

The Skills Academy has a clear role in the development of leadership and management skills in the sector. We recognise that the quality and confidence of leadership at the grassroots level can have a big impact on the quality of care delivered. The Front-line Leaders programme has been developed in response to this, specifically for those at the front-line of social care.



‘The Front-line Leaders programme is filling a hole in the market that we and other social care providers knew was there, but didn’t know how to fill.’

Bill Mumford, Managing Director, MacIntyre Charity

Introducing people early on to the language and values of leadership and peer learning will equip them with the skills and capabilities to manage their own experience and their teams.

The programme is a vital component of the Skills Academy’s wider suite of Leadership and Management initiatives, delivering a pathway of leadership learning at every level of a social care career.

Equipping first-time managers with the skills to lead effectively



Who is the programme for?



Employers

- Are you an employer who wants to ensure the care you provide is as good as it can be?
- Do you believe in providing leadership support to all your staff?
- Do you want to ensure your leaders are able to cope effectively in this new and changing landscape of care delivery?

The Front-line Leaders programme is for you.

Employees

- Are you currently a supervisor?
- Have you just become a manager for the first time?
- Do you work in a direct care setting?
- Do you want to be a better manager?
- Would you like to develop your personal leadership style?
- Have you been a manager for some time and want to learn how to get the best from your team?

The Front-line Leaders programme is for you.

TO LEARN MORE CONTACT

- leadership@nsasocialcare.co.uk

What will you gain from it?

What impact will the programme have?

For your employer, the programme:

- Improves productivity and effectiveness in the workplace
- Improves staff satisfaction and retention and releases staff potential
- Demonstrates a commitment to effective leadership and staff development
- Contributes to the development of the sector and shows your commitment to elevating the status of social care.

For you, the programme:

- Helps you work out 'Who am I as a leader?'
- Helps you to manage your role better both in terms of managing your teams and coping effectively with the personal challenges that management brings
- Provides you with skills and capabilities that could help progress your career.

Front-line Leaders is designed to make participants think about four areas:

- How I work with myself
- How I work with others
- How I work with my organisation
- How I work with people who use services.

What we learnt from the first wave of the programme

- After the programme, 98 % of participants relished the challenge of their role and felt able to succeed, compared with 60 % before.
- After the programme, 100 % of participants felt comfortable to involve others in supporting them, compared with 68 % before.



The confidence of leadership at a grassroots level can have a big impact on the quality of care delivered.

Further information

Our programme development partner and delivery

The Front-line Leaders programme was developed with Sheffield Business School (SBS). SBS is at the forefront of the development of bespoke, person-centred training programmes. For Front-line Leaders, they focused on producing a course suitable for people who had not previously accessed additional professional or personal development.

Front-line Leaders has been created in such a way that it will be delivered by skilled delivery partners around the UK. These could be private training providers or large employers who purchase a license to deliver the programme in-house. All delivery partners will be trained by SBS and be part of the Skills Academy's quality assured network.



‘The content of this course is brilliant. It really made our delegates think about themselves differently, and I also learnt new things, despite thinking that as I have trained this subject matter for some time it would be a bit repetitive for me but it was not.’

Clare Withers, Workforce Development Manager,
MacIntyre Charity

TO GET INVOLVED IN FRONT-LINE LEADERS

After a successful first wave in 2010, a full roll out is planned for 2011. To join the programme, email:

■ leadership@nsasocialcare.co.uk

To find out more contact us today

National Skills Academy for Social Care
2nd Floor, Goldings House
2 Hay's Lane
London SE1 2HB

020 7397 5629

www.nsasocialcare.co.uk

leadership@nsasocialcare.co.uk



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