**Manchester Adult Social Care Assessment Officer and Social Work Induction Programme**

**New Starter Information:**

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| **Name:** |  |
| **Employee Number:** |  |
| **Job Title:** |  |
| **Team:** |  |
| **Directorate:** |  |
| **Manager:** |  |
| **Start Date:** |  |

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**SECTION 1 - Welcome to Manchester Adult Social Care**

Welcome to Manchester City Council's Adult Social Care Team, whether you are agency, temporary or permanent. All new starters in Manchester City Council will receive a corporate induction but this induction programme will specifically enhance your understanding of Manchester's Adult Social Care Services.

It is your local induction programme and is designed to ensure you understand your role, the functions of your team and service area, and receive the information you need to help you build your knowledge and skills. Use this guidance to help you on your journey; you should keep it updated and use it as a reference to help you.

This is **your** induction programme and **you** own it! It’s important for you to think about what else you need as an individual and if you have any questions please just ask!

**Strengths Based Development Programme (SBDP)**

Manchester City Council is committed to working in a strengths-based way, which is about making the most of the strengths in our community, our teams, our service users and ourselves and building on them for better outcomes. The SBDP brings to life Our Manchester behaviours, giving you the tools to think, collaborate and work in a different way.

Keep your eye out for future training dates.

**Manchester’s Adult Policies, Procedures and Practice Resource (APPP)**

Manchester has worked with Policy Partners Project to develop an online portal for adult social care policies, procedures and practice guidance. This one stop shop is the first port of call for front line managers and staff. It provides information on key national and local policy, practice guidance, professional development and local resources. Links to relevant APPP chapters are inserted throughout this induction programme and indicated as (P).

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| **Induction** |  | | **Notes** |
| **Action:** | **Completed** | **Date** |
| **Welcome - find out more about your role and the work priorities of the service**  *Managers* - where possible be available to meet your new team member personally.  Explain key information;   * role and service. * team structure * management team * who to contact if unavailable to attend work / emergency * how to apply for leave * supervision arrangements * carers passport/reasonable adjustments |  |  |  |
| **Tour of the workplace to include:**   * Staff ID badge * Kitchen and toilet facilities * Fire exits & evacuation procedure * Health & safety booklet * Signing or clocking in/out * Security arrangements * Office opening/closing times * Admin e.g. post, stationary, room booking, printers * Gifts and hospitality |  |  |  |
| **Meet your team**  *Managers* – invite to team meeting for introduction, consider allocating a team buddy to support induction, be clear regarding supervision arrangements. |  |  |  |
| **Expected behaviours, practices and professional standards:**   * [Our Manchester Behaviours](https://intranet.manchester.gov.uk/Interact/Pages/Content/Document.aspx?id=4914&SearchId=490140) * [Health & Social Care Code of Conduct](https://www.skillsforhealth.org.uk/standards/item/217-code-of-conduct) * [**Social Work Professional Standards**](https://www.socialworkengland.org.uk/standards/professional-standards/) * [**Ethical Framework for Adult Social Care - COVID19**](https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care) |  |  |  |
| **IT Equipment & Access:**  *Managers -* complete KiA form for new starters or movers with the correct access requirements for your service.   * PC/Laptop (login details) * Google suite * Liquid Logic * E-learning suite - milearning * Mobile phone * Video Conferencing * MCC intranet * MLCO extranet |  |  |  |
| **Key ASC Policies to read:**  Can be accessed via the intranet or APPP ([Adult Policy Portal Procedures](http://www.manchesterappp.co.uk/))   * Information security * Whistleblowing * [Supervision (P)](https://www.manchesterappp.co.uk/supervision/?hilite=%27Supervision%27) * [Case recording (P)](https://www.manchesterappp.co.uk/case-recording/?hilite=%27Case%27%2C%27recording%27%2C%27guidance%27) * [Data Protection (P)](https://www.manchesterappp.co.uk/data-protection/?hilite=%27Data%27%2C%27protection%27) * [Equality, Diversity and Human Rights (P)](https://www.manchesterappp.co.uk/equality-diversity-and-human-rights/?hilite=%27Equality%27) |  |  |  |
| **Dates of Probation Review Meetings**  Month 1 -  Month 2 -  Month 3 - |  |  |  |

**SECTION 2 - Training**

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| **Training** | **Date to be completed by** | **Date completed** | **Notes** |
| **Mandatory Training to be completed during the 2 week induction period.**  You will be issued with login details in order to access  Manchester City Council’s e-Learning portal (milearning)  You are to complete;   * Manchester Health and Safety Essentials - Reducing the threat from fire * GDPR * Equality and Diversity Essentials |  |  |  |
| **Liquid Logic Training**  Access requests will be dependent on your role. Your manager will make the necessary IT access requests.  [Liquid Logic Training Manuals](http://intranet.mcc.local/adults/escr/Pages/LASTrainingManuals.aspx) |  |  |  |
| **The Care Certificate Self-Assessment tool.**  Discuss with your manager if it is applicable for you to undertake the care certificate self assessment. If so, use this to inform your future training needs.  [Care Certificate Self Assessment](https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Self-Assessment-Tool.pdf) |  |  |  |
| **The Care Act**  [**Care Act 2014 (P)**](https://www.manchesterappp.co.uk/care-act-2014/)  E-learning module to be completed is titled: Care Act - Introduction and Overview.  Also available is: Care Act - Care and Support Planning.  [Statutory Guidance](https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance) |  |  |  |
| **Finance**  [**Charging and Financial Assessment (P)**](https://www.manchesterappp.co.uk/contents/#charging) |  |  |  |
| **Introduction to Mental Capacity Act**  [**Mental Capacity (P)**](https://www.manchesterappp.co.uk/mental-capacity/?hilite=%27Mental%27%2C%27Capacity%27)  E-learning module to be completed is titled: Mental Capacity Act  [**MCA Code of Practice**](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/497253/Mental-capacity-act-code-of-practice.pdf)  Also available is: Deprivation of Liberty Safeguards (DoLS) |  |  |  |
| **Introduction to Safeguarding**  [**Safeguarding (P)**](https://www.manchesterappp.co.uk/adult-safeguarding/?hilite=%27Safeguarding%27)  E-learning modules to be completed dependent on level of experience are titled:  - Safeguarding Adults (Awareness) for Health and Social Care.  - Safeguarding Adults - Level 1  - Safeguarding Adults - Level 2  [SCIE - Safeguarding Adults during COVID19](https://www.scie.org.uk/care-providers/coronavirus-covid-19/safeguarding-adults)  Register with Manchester Safeguarding Partnership (MSP) to access further online training  [Manchester Safeguarding Partnership](https://www.manchestersafeguardingpartnership.co.uk/) |  |  |  |
| **Risk Assessment**  [Risk Assessment Information (P)](http://www.manchesterappp.co.uk/risk-assessments/?hilite=%27Risk%27%2C%27assessment%27) |  |  |  |
| **Carers Support**  Manchester have a dedicated Carers Team. Take some time to speak with them and familiarise self with carer services. Further reading can be accessed via RiPfA and APPP websites.  [**Carers UK**](https://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/care-act-faq)  [**Carers Manchester**](https://www.carersmanchester.org.uk/)  [**Carers Trust**](https://carers.org/help-and-info/carer-services-near-you/116-manchester-carers-centre)  [**Carers (P)**](https://www.manchesterappp.co.uk/appp-carers/) |  |  |  |
| **Adults Care & Support Resource**  [**Help and Support Manchester**](https://hsm.manchester.gov.uk/kb5/manchester/directory/directory.page?directorychannel=3) |  |  |  |
| **Useful Health and Social Care websites:**  [Social Care Institute for Excellence](https://www.scie.org.uk/)  [Skills for Care](https://www.skillsforcare.org.uk/Home.aspx)  [National Institute for Health and Care Excellence](https://www.nice.org.uk/)  [**Research in Practice for Adults (RiPfA)**](https://www.researchinpractice.org.uk/adults/)  [**Continuing Healthcare**](https://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care)(you can access an e-learning module to support this) |  |  |  |

**Social Work Consultants role in Learning and Development**

Our Social Work Consultants are experienced and qualified social workers whose role it is to support students, newly qualified social workers, social workers and team managers to improve social work standards and good quality practices across the city, whilst ensuring statutory duties are fulfilled.

They offer support and advice around access to continued professional development opportunities and take the lead role in ensuring newly qualified social workers enrol onto the Assessed and Supported Year in Employment (ASYE) programme and are appropriately supported throughout with the necessary functions for moderation being in place.

Social Work Consultants contribute to the overall development of the Adult Social Care workforce by promoting social work identity and progression of the [Knowledge and Skills Statement (KSS)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/411957/KSS.pdf) and [Professional Capabilities Framework (PCF)](https://www.basw.co.uk/social-work-training/professional-capabilities-framework-pcf) standards; engaging in activity to strengthen supervision processes and career development pathways. They promote Local Government standards for social workers and draw information and knowledge via engagement with regional and national social work forums. They also facilitate regular social work forums locally for our own social workers and assist in addressing any Social Work England registration issues.

They champion Practice Education, overseeing student placement arrangements, supporting alternative routes into social work and engaging with external partners within the Greater Manchester Social Work Academy Teaching Partnership, to share knowledge of best practice learning models; remain up to date with teaching standards and frameworks amended or developed; network to enhance relations with Higher Education Institutes so that local need is understood and can be responded to for the appropriate development of social workers within Manchester City Council.

**Assessed and Supported Year in Employment (ASYE)**

Our ASYE is a 12 month programme of support for newly qualified social workers (NQSWs) to consolidate their degree learning, develop capability and strengthen their professional confidence in an employment environment. It is led by our team of Social Work Consultants and includes assessment against the Knowledge and Skills Statement for Social Workers in Adult services.

**SECTION 3 - Getting to know other teams and services**

As you progress through your induction, you might discover that it would be useful to better understand the functions of other services and teams that would help you with your day to day role, i.e. what they do? What are their referral processes?

Discuss with your manager which services would be appropriate for you to know more about and make arrangements to contact them to request an appointment to either visit, call or chat via video link, then record your learning.

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| **Service Area / Team** | **Contact details** | **Date taking place** | **Notes** |
| Contact Centre |  |  |  |
| Community Alarm |  |  |  |
| Technology Enabled Care |  |  |  |
| MSIL |  |  |  |
| Community Response Service |  |  |  |
| Reablement |  |  |  |
| Intermediate Care |  |  |  |
| Extra Care Housing |  |  |  |
| Hospital Team |  |  |  |
| Integrated Neighbourhood Team |  |  |  |
| MASH |  |  |  |
| Learning Disabilities |  |  |  |
| Shared Lives |  |  |  |
| Support Accommodation |  |  |  |
| Daycare |  |  |  |
| Sensory |  |  |  |
| Substance Misuse |  |  |  |
| DoLS |  |  |  |
| EDS |  |  |  |
| Carers Team |  |  |  |
| Transition Planning |  |  |  |
| Brokerage |  |  |  |
| NRPF |  |  |  |
| Independent Domestic Violence Team (IDVA) |  |  |  |
| Safeguarding & Quality Assurance |  |  |  |
| Homelessness |  |  |  |
| Advocacy services |  |  |  |
| Voluntary Sector |  |  |  |

It is important for your induction that you are given an opportunity to shadow some of the key

meetings or visits that you will be attending in your role.

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| **Meetings / Visits:** | **Date Taking Place** | **Completed** |
| Adult Social Care Forum |  |  |
| Team Meeting |  |  |
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**SECTION 4 - Review of Induction Programme**

A review of your induction period should take place with your manager within 2-4 weeks or if preferred can be discussed at your first probation period meeting. This is your opportunity to reflect on how you feel your induction has gone and if you need any further support. Think about what has gone well and if there are any areas you want to focus on and develop further. You should also use this space to record any feedback you have received and make any comments.

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| **What Went Well** |
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| **Areas to Focus On** |
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| **Comments / Feedback Received** |
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| Employee Signature |  | Date |  |
| Manager Signature |  | Date |  |

**Appendix - Useful Contact Details**

**ICT (Open from 07:00 - 17:30)**

T: 1234 (Internal) or 0161 234 1234 (external)

[Know It All Portal](https://mccuk.service-now.com/kianow)

**Employee Lifecycle**  (Payroll, Pensions, Resourcing)

T: 0161 227 3270

E:[employeelifecycle@manchester.gov.uk](mailto:employeelifecycle@manchester.gov.uk)

**Learning & Events (Training and Development)**

T: 801 43643 (Internal) or 0161 227 3643 (external)

E: [learningandeventsteam@manchester.gov.uk](mailto:learningandeventsteam@manchester.gov.uk)

**Information Governance**

T: 0161 234 4073

E: [CFInfoGov@manchester.gov.uk](mailto:CFInfoGov@manchester.gov.uk)

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| **Document Owner** | **Review Due** |
| Principal Social Worker – Jolaade Anjorin | August 2021 |
| Prinicpal Social Worker – Jolaade Anjorin | August 2022 |