**Manchester Adult Social Care**

**Induction Programme for Leaders**

**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 details regarding corporate induction via the resourcing team, 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. Take this programme to supervision for a reflective discussion about your learning and to clarify areas you need to development greater knowledge and understanding. 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. You can access further details in the training section below.

**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 or assign a buddy.  Explain key information;   * role and service. * management structure * who to contact if unavailable to attend work / emergency * how to apply for leave * supervision arrangements * IT systems (see training section)   [MLCO and MCC Structures](https://oneteam.healthiermanchester.org/About-MLCO/New-neighbourhood-structures)  (see IT Equipment and Access section below to sign up to MLCO website) |  |  |  |
| **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**   * Who is your management team? * When do they meet, book dates in diary? * Who are your management peers (internal/external)? * Who will be your buddy for the next 4 weeks? |  |  |  |
| **Expected behaviours, practices and professional standards:**   * [Our Manchester Behaviours](https://intranet.manchester.gov.uk/Interact/Pages/Content/Document.aspx?id=4914&SearchId=489596) * [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/) * [**Professional Capabilities for Social Work (P)**](https://www.manchesterappp.co.uk/professional-capabilities-framework-for-social-work/?hilite=%27Professional%27%2C%27Capabilities%27) * [**Ethical Framework for Social Care - COVID19**](https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care) * [**Local Government Association Standards for Employers of Social Workers**](https://www.local.gov.uk/standards-employers-social-workers-england-2020) |  |  |  |
| **IT Equipment & Access:**  *Managers -* complete KiA form for new starters or movers with the correct access requirements for your service.   * PC/Laptop (login details) * M365 * Liquid Logic * E-learning suite (Me-learning) * Mobile phone * Video Conferencing * MCC intranet * MLCO extranet – to sign up for access to extranet click link below:   [LCO extranet guide.pdf](https://manchestercitycouncil-my.sharepoint.com/:b:/g/personal/elizabeth_garrett_manchester_gov_uk/EaTCOxyWGQZFp2fABMGXVBYBEu0p9ths53SZnMyvg9E0gw?e=j7APrY) |  |  |  |
| **Human Resources**  Policy and information can be found via the MCC intranet. Click on the link below to access the suggested policies listed:  [**Intranet - Human Resources**](https://intranet.manchester.gov.uk/Interact/Pages/Section/ContentListing.aspx?subsection=8369)   * Digital Media Policy * Recruitment and selection policy * Managing probation * Performance management * Capability policy * Managing attendance policy * Employee dispute resolution policy * Disciplinary policy (- you can access training to understand your role in the investigation process. Please contact   [**adultsocialworkconsultants@manchester.gov.uk**](mailto:adultsocialworkconsultants@manchester.gov.uk) ) |  |  |  |
| **Health and Safety**  You will need to understand your responsibilities as a manager for your own and others health and safety.  [**Health and Safety guidance**](https://intranet.manchester.gov.uk/Interact/Pages/Content/Document.aspx?id=5092&SearchId=538958)  There are several health and safety e-learning modules that you **must** complete during your induction period. You will find details in section 2 - Training. |  |  |  |
| **Quality Assurance Responsibilities**  MCC’s Adult Social Care Quality Assurance Framework can be found on APPP (Adults Policy Portal)  Review to check your responsibilities in accordance with the policy.  [Quality Assurance Framework](https://www.manchesterappp.co.uk/wp-content/uploads/2022/05/Adult-Social-Care-Quality-Assurance-Framework.pdf) |  |  |  |
| **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 (Me-learning)  You are to complete;   * Manchester Health and Safety Essentials - Reducing the threat from fire * GDPR (meta compliance) * Equality and Diversity Essentials |  |  |  |
| **Management Training Package**  **It is recommended you undertake the following e-learning during your first 6months;**   * Our Manchester Experience * Managing attendance * Leading the Team * Improving Employee Performance * Leading Remote Teams * Leading by Outcomes * Recruitment and selection * Lets talk racism * Carbon Literacy   Additional e-learning modules are available on Me-learning:   * Coaching skills * Delegation skills * Developing team trust * Duty of Care for Health and Social Care * Effective Supervision * Growing your team to high performance * Influencing to win win * Leadership skills * Managing teams * Managing the probationary period * Managing sickness absence * Thinking creatively * Thriving in change |  |  |  |
| **Strength Based Practice Development Programme**   * Book onto [Our Manchester Experience](https://intranet.manchester.gov.uk/Interact/Pages/Content/Document.aspx?id=4916&SearchId=538087) * Familiarise self with Better Outcomes Better Lives programme and the 6 workstreams   [Better Outcomes Better Lives](https://oneteam.healthiermanchester.org/Strategies-and-plans/Better-Outcomes-Better-Lives) |  |  |  |
| **Systems Training**  You will need to familiarise self with the following IT systems:  SAP – personnel organisational management system  [SAP guidance](https://intranet.manchester.gov.uk/Interact/Pages/Content/Document.aspx?id=5023&SearchId=0)  Business Object (previously infoview) – data performance reporting system.  Infreemation – complaints management system which is instigated via email by the Complaints Department.  ATS – automated tracking system for recruitment of permanent staff. Managers create advert and follow process through to the completion of the recruitment process.  XMS – automated tracking system for recruitment of agency staff. Managers create advert and follow process through to the completion of the recruitment process. |  |  |  |
| **Safeguarding**  Some of our safeguarding policies and procedures are currently under review and will be updated accordingly.  The following safeguarding policies can be found on APPP (Adults Policy Portal)  [Self-Neglect and Hoarding Policy](https://www.manchesterappp.co.uk/wp-content/uploads/2022/05/Self-Neglect-and-Hoarding.pdf)  [MCC Serious Incidents Policy](https://www.manchesterappp.co.uk/wp-content/uploads/2021/07/MCC-Serious-Incidents-Policy-and-Procedure-V2-FINALJan-2021-V2-Final-Version-1.pdf)  [Safeguarding (P)](https://www.manchesterappp.co.uk/adult-safeguarding/?hilite=%27safeguarding%27)  Information and guidance can also be found via MSP below:  [**Manchester Safeguarding Partnership**](https://www.manchestersafeguardingpartnership.co.uk/)  [MSP - Managing High Risk Together (previously known as High Risk Protocol)](https://www.manchestersafeguardingpartnership.co.uk/msp-managing-high-risk-together/) |  |  |  |
| **Supervision**   * Familiarise self with supervision policy, templates and audit arrangements. * Who are you responsible for supervising, add dates in diary? * Who will provide your supervision, are dates in diary? * Book initial meeting and ensure supervision agreement is complete.   [Supervision policy](https://www.manchesterappp.co.uk/appp-policies/)  [Supervision (P)](https://www.manchesterappp.co.uk/supervision/?hilite=%27Supervision%27)  [**DHSC Standards for supervisors in adult social care**](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/762818/Post-qualifying_standards_for_social_work_supervisors.pdf) |  |  |  |
| **Complaints**  [**Complaints Handling (P)**](https://www.manchesterappp.co.uk/complaints/?hilite=%27Complaints%27)  Training around handling complaints is offered to new starters.  To book your place please contact: [**adultsocialworkconsultants@manchester.gov.uk**](mailto:adultsocialworkconsultants@manchester.gov.uk) |  |  |  |
| **Subject Access Requests (SAR)**  Know and understand your role in dealing with subject access requests. To be read in conjunction with the following policies.   * Freedom of Information * GDPR * Information and security   [**Subject Access Requests Guidance**](https://intranet.manchester.gov.uk/Interact/Pages/Content/Document.aspx?id=5775&SearchId=538756)  [**Data Protection (P)**](https://www.manchesterappp.co.uk/data-protection/?hilite=%27Data%27%2C%27protection%27) |  |  |  |
| **Budget**  You will need to familiarise yourself with your departmental budget, cost code and access   * SAP training * Cost centre management training   My cost centre code is (enter here) |  |  |  |
| **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)  [**Social Work England**](https://www.socialworkengland.org.uk/) |  |  |  |

**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** |
| Integrated Contacts and Technology Enabled Care.   * Contact Centre * TEC   [Assistive Technology (P)](https://www.manchesterappp.co.uk/assistive-technology/?hilite=%27Assistive%27%2C%27Tech%27) | Service Manager  Gaynor McGinty  07771606851 |  |  |
| Community Learning Disability Services:   * LD Teams * LD Forensic * Shared Lives   [Hidden Disabilities (P)](https://www.manchesterappp.co.uk/2-4-working-with-adults-with-hidden-disabilities/?hilite=%27learning%27%2C%27disability%27) | Service Manager Elizabeth Stevens  07432637448 |  |  |
| Integrated Neighbourhood Teams Services | Service Managers  Taner Altinay  (South)  07866001299  Orlaith Kelly  (Central)  07971384781  Amanda Baker (North)  07929823357 |  |  |
| Citywide Services   * Citywide Care Homes Team * Carers Team * Homecare Mobilisation * Manchester Case Management (MCM) | Service Manager  Mark Noble  07989166556 |  |  |
| Citywide Services   * EDS * Sensory * NRPF (No Resource to Public Funds) * Substance Misuse * Brokerage | Service Manager  Caitlin Chapman  07983401350 |  |  |
| Hospital Discharge to Assess Services  [Hospital Discharge (P)](https://www.manchesterappp.co.uk/hospital-discharge-service/?hilite=%27Hospital%27%2C%27discharge%27) | Service Lead  Joe Kelly  07950484909 |  |  |
| Transitions Planning  [Transition to Adult Care & Support (P)](https://www.manchesterappp.co.uk/transition-to-adult-care-and-support/?hilite=%27Transition%27) | Service Lead  Kate Roberts  07815556962 |  |  |
| Provider Services | Service Lead  Karen Crier  07507427524 |  |  |
| Safeguarding   * Adult MASH * Quality Assurance * IDVA * DoLS | Service Lead  David Carroll  07976582389 |  |  |
| Principal Social Worker   * Social Work Consultants | Jolaade Anjorin  07539222841 |  |  |

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 |  |  |
| Managers Meeting |  |  |
| Community of Practice for Team Managers |  |  |
| Social Work Practice Forum |  |  |
| Safeguarding Practice Forum |  |  |

**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**

*NB: Contact details may change as individuals move around or leave the council and we might not always be aware of the changes. On contact, should you find any of the details below to be out of date please notify -* [*AdultSocialWorkConsultants@manchester.gov.uk*](mailto:AdultSocialWorkConsultants@manchester.gov.uk)

**Human Resources (Case Management) – Sarah Hampson and Wendy Hough**

E: [wendy.hough@manchester.gov.uk](mailto:wendy.hough@manchester.gov.uk) or [sarah.hampson@manchester.gov.uk](mailto:sarah.hampson@manchester.gov.uk)

**HROD (Workforce Development) – Moira Mcllroy**

T: 0161 245 3719

E: moira.mcllroy@manchester.gov.uk

**Resourcing Team (Recruitment) – Shola Salami**

T: 0161 227 3373

E: jobs@manchester.gov.uk

**Principal Social Worker – Jolaade Anjorin**

T: 07539222841

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

**Principal Finance Manager – Stacey Cookney (nee Eyres)**

T: 0161 234 3817

E: stacey.cookney@manchester.gov.uk

**Commissioning Lead – Zoe Robertson**

T: 07768308949

E: zoe.robertson@manchester.gov.uk

**Complaints Team - Elaine Thomas/Frances Matthews**

T: 0161 234 3012

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

**ICT Contact**

**(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)

**Legal Services**

Community Team for adult social care and education legal support:

[communitylawenquiries@manchester.gov.uk](mailto:communitylawenquiries@manchester.gov.uk)  
Employment Team: [employmentlawenquiries@manchester.gov.uk](mailto:employmentlawenquiries@manchester.gov.uk)  
Litigation: [civil.litigation@manchester.gov.uk](mailto:civil.litigation@manchester.gov.uk)

**Quality, Performance and Improvement Team (QPI) – Paul Bickerton**

T: 07960728403

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

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| **Document owner** | **Review Due** |
| Principal Social Worker – Jolaade Anjorin | October 2023 |