

Members' Library Service Request Form

Date of Document	26/07/21
Originator	Laura Kerr
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Document Title	Staffing Report for the Creation of a Workforce Development Officer within East Lothian Health & Social Care Partnership.

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Cabinet

Additional information:

Authorised By	Sarah Fortune
Designation	Exec Director - Council Resources
Date	01/09/21

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STAFFING REPORT – NEW POSTS

REPORT TO: Members' Library Service

BY: Executive Director for Council Resources

DATE: September 2021

SUBJECT: Staffing Report for the Creation of a Workforce Development Officer within East Lothian Health & Social Care Partnership

1 PURPOSE

- 1.1 To seek Executive Director for Council Resources approval under delegated powers for the creation of a **Workforce Development Officer** post as a **permanent** change to the staffing structure.

2 RECOMMENDATIONS

- 2.1 To agree to the proposed changes to the staffing structure as outlined in the report.
- 2.2 To agree that we proceed through the necessary HR processes and procedures to establish and fill the roles as depicted as quickly as possible.

3 BACKGROUND

- 3.1 The creation of a Workforce Development Officer was originally included in a Service Review Report from November 2019 when the post was evaluated at Grade 9 but it was then put on hold and not formally established. It is important that we now recruit to the post as quickly as possible in order to provide a fit for purpose Organisational and Workforce Development function, and therefore Planning & Performance service. The post has now been revised slightly but confirmation has been received that it still falls within the original evaluated grade.
- 3.2 The increase in establishment within the OWFD business area will enable the Partnership to deliver on the recommendations of the Workforce Plan, thus supporting the transformation of in-house delivery and driving change in line

with agreed IJB Directions and priorities. Owing to the nature of WFD, this post will be permanent and the post holder will be required to work 35 hours per week. There is sufficient available resource within the Planning & Performance staffing establishment to cover the post.

- 3.3 The Job Evaluation Team have evaluated the Workforce Development Officer role and the post has been evaluated at **Grade 9, £32,410 – £36,516**.

4 POLICY IMPLICATIONS

- 4.1 The creation of this post does not have any policy implications.
- 4.2 Union partners across NHS and Council have been consulted with in relation to these proposals. These proposals do not constitute a risk of redundancy.

5 INTEGRATED IMPACT ASSESSMENT

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 DISCLOSURE SCOTLAND REQUIREMENT

- 6.1 This post will require a **Basic** Disclosure check in order to comply with legislation/PSN Code of Connection.

7 RESOURCE IMPLICATIONS

- 7.1 Financial - This post will be funded by funding available within Planning and Performance Budget. The funding is being released due to the Scottish Government directly funding Carers Support, previously funded by Planning and Performance Budget.
- 7.2 Personnel – This post has been formally evaluated and will be advertised in accordance with the Council’s Recruitment & Selection Policy. HR and the relevant Trades Unions are supportive of these proposals.

8. BACKGROUND PAPERS

- 8.1 None.

Appendix 1: Agreed Job Details Form

AUTHOR'S NAME	Laura Kerr
DESIGNATION	Interim General Manger
CONTACT INFO	lkerr@eastlothian.gov.uk
DATE	26/07/2021

JOB DETAILS FORM

JOB OUTLINE	
JOB TITLE: Workforce Development Officer	JET CODE: 7293
SERVICE: Planning & Performance	
DIVISION: East Lothian Health & Social Care	
REPORTING TO: Senior Organisational & Workforce Development Officer	
RESPONSIBLE FOR: None	
JOB PURPOSE:	
<p>To contribute to the implementation of the Workforce Development plan and Workforce Planning activities by working with service areas within Health and Social Care to design and tailor Health and Social Care learning development packages and in ensuring that learning needs are identified, delivered and evaluated.</p>	
MAIN DUTIES:	
<ol style="list-style-type: none"> 1. To coordinate workforce development and workforce planning activities for Adult Health and Social Care. 2. To ensure that workforce development, planning and strategy is an integral part of the strategic business planning processes. 3. To contribute as a learning and development professional to service and job redesigns within Adult Social Care, ensuring that standards are met, working practices are compliant and pathways are identified. 4. To contribute to the development and implementation of learning and development strategies, policies and guidance within Adult Health and Social Care. 5. Support and provide advice to managers and employees at all levels of the Service, bridging the gap between training requirements, agency partners and working practices. 6. Create, implement and evaluate development programmes, initiatives and policies in line with Service/Council strategies and objectives. 7. Support Managers in the implementation and rolling out of the learning and development plan for specified areas of service. 8. To design, develop and if required deliver learning and development initiatives. 9. To contribute to the development and maintenance of learning partnerships within the Health and Social Care Partnership and on an interagency basis by linking teams within 	

partnership and what they are doing (with the senior role) and with their counterparts in NHSL.

10. To commission learning and development projects both within and external to the Council.
11. To implement relevant quality assurance measures to commissioned learning and development projects to ensure that agreed standards and outcomes are met.
12. To liaise with relevant corporate functions within the Council and the NHS including Human Resources to ensure that Service Workforce Development plans and strategies are consistent with corporate policies.
13. To play a key role for Adult Social Care learning and development priorities including Scottish Vocational Qualifications, co-ordinating and monitoring national requirements, attendance, re-accreditation requirements etc.
14. To contribute to the development and implementation of Learn Pro and or any other comprehensive management information systems for learning and development.
15. To participate in the implementation of quality assurance standards across Adult Social Care, working with service areas to implement changes.
16. To prepare reports and monitor Workforce budgets within Adult Social Care.
17. To participate in relevant continuing professional development activities.
18. To participate in Workforce Development team meetings.
19. Represent the Council at appropriate external networks and meetings, actively seeking and developing opportunities for partnership working.
20. Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to degree level or equivalent in a Learning and Development or Social Care subject **and/or able** to demonstrate equivalent knowledge, skills and competencies gained through relevant experience in a Social Care **or** Learning and Development environment. A relevant qualification from the Institute of Leadership and Management, CIPD for example.

Disclosure Scotland:

- This role requires **Basic Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.

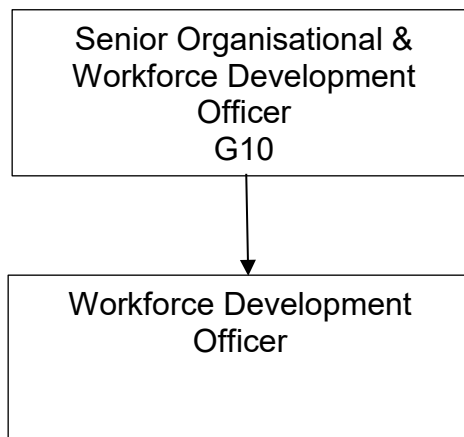
Scottish Social Services Council:

- N/A

TEAM RESPONSIBILITIES:

To provide a coordinated approach to the learning and development of the health and social care workforce through maintenance of records, the sourcing of training providers, the design and delivery of in house training, the development of e-learning and the assurance of quality standards and registered requirements being met.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>Educated to degree level or equivalent in a Learning and Development or Social Care subject and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience in a Social Care or Learning and Development environment. A relevant qualification from the Institute of Leadership and Management, CIPD for example.</p> <p>This role requires Basic Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.</p>	<p>Certificate in Learning & Development practice</p> <p>Membership of the Chartered Institute of Personnel & Development</p> <p>Management Qualification</p> <p>A current driving licence and/or use of a vehicle to travel between locations.</p>
Previous Experience (Paid & Voluntary Work)	<p>Direct involvement in the profession of Health & Social Care Learning & Development.</p> <p>Experience of working with various stakeholders to develop and deliver effective health and social care training programmes.</p> <p>Experience of procurement and contract management.</p>	
Knowledge/ Skills /Competencies	<p>Knowledge of good practice within learning and development.</p> <p>Knowledge of Workforce Development and Workforce Planning process.</p>	<p>Knowledge of current developments in Social Work and Social Care Education.</p> <p>Knowledge of Health & Social Care</p>

		services and related national policy initiatives.
Personal Qualities	<p>Excellent verbal and written communication skills including report writing skills.</p> <p>Ability to develop constructive working relationships with a wide variety of individuals and groups.</p> <p>Ability to negotiate effectively with business partners including external providers of learning and development.</p> <p>Ability to analyse diverse and complex information</p>	
Council Behaviours	<p>We are Customer Focused</p> <p>We Initiate and Embrace Change</p> <p>We Strive to be the Best we can be</p> <p>We make things Happen</p> <p>We work Together</p>	

FACTOR LEVEL DESCRIPTORS

WORKING ENVIRONMENT:

The Jobholder will work predominantly indoors in an office environment. The office environment conforms to Health and Safety guidelines. They are required to attend meetings or events off site i.e. other NHS / council offices relating to various training courses delivered.

PHYSICAL CO-ORDINATION:

The Jobholder needs keyboarding/computer skills to prepare reports, undertake correspondence, emails/memo's etc.

The Jobholder uses the standard Microsoft office packages to develop course materials and visuals. They would also undertake research and produce management statistics etc.

As the duties of the role can be undertaken at various locations out with the main office, then travelling between locations is required, however no specialist driving skills are needed.

PHYSICAL EFFORT:

The work is predominantly done in a sedentary position and requires no more than a basic level of physical effort by the Jobholder. When attending training events the Jobholder can be required to stand for extended periods of time. It is a regular feature of the role for the Jobholder to attend training sessions where they can be required to stand for extended periods of time, either to circulate amongst trainees and/or to address the whole group.

Due to the layout of some of the learning/conference rooms there is a requirement for the Jobholder to change the layout of desks/chairs etc. to facilitate the delivery of learning. They will also be required to carry flipcharts and powerpoint equipment.

MENTAL SKILLS:

The role will involve having to deal with multiple elements of work at any one time. For example, coordinating learning and development and workforce planning processes and monitoring large workforce learning and development.

The Jobholder needs good problem solving skills to research, gather, collate and analyse information from a variety of sources to create, tailor and develop learning programmes and courses for ELC employees. They will work with learning providers and counterparts in other Organisations e.g. NHS, SSSC, Care Inspectorate to ensure that the Council is compliant with legislation, frameworks and registration requirements.

They must also maintain an awareness of national requirements e.g. statutory training or educational requirements and highlight to Partnership the need to develop appropriate learning opportunities. When identified, they will work with the training provider to ensure that course requirements can be delivered by employees and, where required, issues are identified and resolved.

They will work with colleagues from the Planning & Performance Team to review, develop and incorporate changes to policies, practices etc. e.g. manual handling, medication, lone-working etc. as a result of national, council or service requirements.

They are also responsible for monitoring the workforce training requirements and re-accreditation requirements ensuring that targets are met and that the council is compliant with national requirements e.g. SSSC Registration requirements.

They address specific learning needs for services/teams and for individual employees. They will assess and monitor the effectiveness of the training/workforce development to produce evaluation reports. Where areas of concern are raised, they will work with Managers, training providers etc. to review training, working methods and practices.

The Jobholder is required to plan their own workload to meet the requirements of the role. When reviewing, developing training packages, they will work to within project deadlines to meet service targets and deadlines. They are also responsible for ensuring the smooth delivery of the Workforce development and workforce planning activities including creating programmes, monitoring attendance, booking rooms, ensuring materials are available etc.

CONCENTRATION:

The amount of time required for tasks will vary from relatively short to more time consuming and longer term pieces of work, therefore an ability to maintain concentration for extended periods combined with a flexible approach for ad hoc requirements is necessary.

The Jobholder must be able to interpret complex legislative requirements, review policies and procedures and make service recommendations. When attending/delivering training sessions, courses etc. they must be alert to pick up themes and moods of the audiences with a view to altering the style of delivery to obtain maximum engagement and provide constructive feedback to training providers.

Good time management, self-discipline and organisation skills are essential to balance the requirements of facilitating learning sessions. Turnaround time for the design, delivery and evaluation of sessions can be very tight depending on the urgency of the learning required.

COMMUNICATIONS SKILLS:

The Jobholder will be required to provide detailed information regarding council and national requirements for workforce learning and qualifications. This includes for informing managers and staff of qualification requirements for professional registration and continuous professional development. They will also inform managers of new legislative developments where there are professional development implications for the workforce. Failure to provide this could ultimately lead to de-registered staff and serious deficits in service inspections

The Jobholder will be expected to provide Workforce Development and Planning information to managers to inform development of new learning strategies, plans and career development pathways.

The Jobholder will engage with partner agencies to contribute to joint- learning and development initiatives. They will then need to prioritise key learning programmes within available resources.

Professional registration qualification requirements are in many cases rapidly evolving and changing and this requires the Jobholder to keep abreast of all related developments in order to provide advice on how these could be delivered as part of a new Learning & Development Strategy and Plan.

Producing a detailed costed Learning and Development Strategy and Plan ensuring all stakeholders are fully consulted.

They are responsible for producing Care Inspectorate reports on the Council's progress in implementing mandatory training requirements and any remedial action.

They will also provide important learning and development information to Planning and Performance colleagues to inform new Policies for example Lone Working, Carers support etc.

They will also be responsible for dealing with Freedom of Information requests regarding Workforce Development and Planning.

DEALING WITH RELATIONSHIPS:

There will be occasions when the Jobholder comes into contact with demanding stakeholders – e.g. a training provider or unit / team manager requiring a response to an enquiry at short notice – and a calm and constructive approach is required.

Due to the nature of some of the workshops, courses, briefing sessions the Jobholder can be exposed to angry, upset or frustrated individuals who can make the facilities of the meeting more difficult.

RESPONSIBILITY FOR EMPLOYEES:

In the course of normal working the Jobholder has no responsibility for the work of employees or others in an equivalent position, but provides advice and guidance to external stakeholders, management and colleagues generally, as required.

They will oversee the work of training providers, which involves holding regular meetings to discuss the quality and content of the learning provision and providing regular feedback and support.

They will also work with service areas/teams to identify training opportunities for employees and then monitor their attendance, learning objectives etc.

RESPONSIBILITY FOR SERVICES TO OTHERS:

The Jobholder will contribute to the implementation of the Workforce Development plan and Workforce Planning activities by working with service areas within Adult Social Care to design and tailor development packages ensuring that the learning needs of the workforce are met.

RESPONSIBILITY FOR FINANCIAL RESOURCES:

The Jobholder has an indirect role to play by ensuring resources are allocated appropriately from within the workforce planning budget to meet Best Value, monitoring spend and reporting to management as and when required.

The Jobholder will be required to obtain quotations for services requiring to be sourced externally – for example the training services. The Jobholder will have a role to play in collating data to help to shape training delivered. This would be discussed with their line manager who has ultimate responsibility for approving expenditure.

The Jobholder will prepare invoices and ensure that the information contained on them is accurate as per the committed spend or work schedule agreed with the supplier/provider. They will then forward them to their line manager for authorisation.

RESPONSIBILITY FOR PHYSICAL AND INFORMATION RESOURCES:

The Jobholder will contribute to the procurement process for contracts. Their role would be to research potential suppliers/providers and design the specification, identify resources and negotiate the pricing/terms of the contract to enable them to make recommendations to their Line Manager. Once approved, they would place the order with the supplier/provider.

The Jobholder will be responsible for the safekeeping and operation of physical resources such as IT and training equipment.

They will also have responsibility for contributing to the maintenance of records management systems i.e. creating and updating records on e-learning and mandatory training undertaken. Attendance records are kept and information pertaining to the success of the courses are evaluated.

INITIATIVE & INDEPENDENCE:

The Jobholder reports directly to the Senior Organisational & Workforce Development Officer.

The Jobholder is expected to work autonomously on a day to day basis to drive forward training activities. They will work within Policy guidelines and managerial advice and support is available from his/her line manager as and when required.

The Jobholder will attend various working groups relating to the workforce's learning & development practices, reviewing changes to national/service requirements and making recommendations to service delivery/policies etc.

They will also provide learning and development advice to employees and management, actively seeking and developing opportunities for partnership working, sharing knowledge on the operational implications of initiatives, developments or changes in legislation, frameworks, registration requirements etc.

KNOWLEDGE:

The Jobholder must be educated to degree level in a Learning and Development or Social Care subject and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience in a Social Care or Learning and Development environment. A relevant qualification from the Institute of Leadership and Management, CIPD for example.

They must also have experience of delivering and evaluating learning programmes, and have experience of multi-agency working and implementing change.

AUTHORISATION:

I have read the information contained in this document and confirm that it is an accurate reflection of the duties and responsibilities for this post.

Jobholder*

Signed Date

Line Manager

Signed Date

Service Manager

SignedDate26/07/21.....