

Advancing the Development of Social Work
Supporting Front Line Staff

**IMPROVING FRONT LINE SERVICES BY
SUPPORTING FRONT LINE STAFF**

'when staff feel valued and supported they are more easily retained and off sick less; they will show greater motivation, commitment and flexibility; they will give of their best to service users; they will be a powerful force for promoting a positive image of services and service providers'

Supporting Front Line Staff

National Context

- Ageing population
- Increasing demand for services
- Decreasing number of potential workers
- Age profile of staff
- Competition from other employers
- Increasing number of workers who are carers



Advancing the Development of Social Work

Supporting Front Line Staff

The Framework Document



Communication, consultation, participation

Components of Support for Professional Front Line Staff

Learning culture

Clear leadership

Supervision

Clarity of expectations

Confidence and competence

Empowered to take initiative

Contribute to service improvements

Know 'what works'

Healthy environment

Backroom support



2 Key Messages

•Why this is important

Changing context of workforce
Shift to more autonomous professional

•What you need

Become familiar with the supports you
need and should expect