

Improving Workforce Capacity

Children in care are safe and well cared for and nurtured

XX Government has confidence in SCP as a service provider, their future capacity and as a thought leader in the sector

**Impacts** – conditions the initiative will contribute towards, also affected by **External Factors**

Clients engaged with MC receive high quality care

SCP Staff provide high quality care that manages risks as much as is feasible

SCP management mitigates risks associated with a lack of staff training

SCP considered an employer of choice

- Reduced turnover
- Increased job satisfaction

**Outcomes** – the conditions that will be achieved if **Outputs** are delivered and **Assumptions** hold

SCP staff are skilled in their role

SCP staff are confident in their role

Staff feel valued by SCP due to the investment in tailored training

SCP management are confident in their staff ability to manage risk

SCP have a flexible training approach that is tailored for their staff and is scaled up or down to respond to emerging needs rapidly

SCP has capacity to provide similar tailored training to other sections of the organization – making the training scalable and cost effective

**Outputs** - the conditions the initiative must create to be delivered as intended

1. TP & SCP Co-design module outlines for each of the six areas in close consultation with Regional Directors

2. TP Develop module skeleton (v1) with input from staff and added more depth frontline supervisors of SCP staff in different

3. TP re-develop modules (v2) to 90% complete with more depth with frontline supervisors of SCP staff in different regions & roles

4. TP Refine in v3 and deliver to Regional Directors

**Inputs** – activities necessary to implement the initiative as intended

**Problem**

Social Care Provider (SCP) risk assessment of staff competency identified staff not being aware and trained in six areas and staff with different understandings of trauma – its causes and how to deal with it.

**Core-rationale to Improving Workforce Capacity**

Training provider (TP) can develop a training solution as they are content experts and skilled trainers with lived experience of the needs of staff. TP can provide a cost-effective solution relative to in-house provision of training given common values and long-term relationship.

SCP staff will engage because they have co-designed their own training for the local context. Using case scenarios for each training will support learning outcomes and make training relevant to day-to-day experiences by making theoretical concepts concrete. Modules will be delivered over time, including homework and a participant workbook to raise the odds that training is applied in relevant situations.

Changes in the operating context including government policy and responses to inquiries and reviews can change training needs rapidly (Noting the logic includes TP's ability to respond to changing needs)

SCP's continued evolution as an innovative organization with a focus on learning and development will affect the impacts of the work of SCS

**External Factors**

SCP staff have the right level and qualifications of staff with the time to apply their training

SCP supervisors ensure staff complete their workbook and discuss the training in the context of current situations

SCP managers accurately identified the training needs of staff and allocated the right staff to training

**Assumptions**

5. TP deliver each of the six modules to the staff identified as needing the training in each of the six areas (up to xx staff per area)