



Better
Skills

Better
Jobs

Better
Health

User Guide

Career and Competence Framework for the Children and Young People's Complex Needs Pathway

July 2021

Overview

This document has been designed to be a useful 'how to guide' for service leads, service managers and recruiting managers to explain how the Career and Competence Framework for the Children and Young People's (CYP) Complex Needs Pathway can be used in practice. There are 10 job role profiles that can be used in practice across the CYP complex needs pathway. The Framework can be used to support the development of staff and help enhance the quality of service delivery. This guide also describes some of the wider benefits of the Framework; these include staff recruitment and retention thereby increasing flexibility of the Health & Justice and related social care sector workforce.

How to use the Framework

The competences describe the skills, knowledge and understanding needed to undertake a particular task or job. The CYP (complex needs pathway) are nationally recognised in line with National Occupational Standards. The main focus is to identify and outline the skills, knowledge and level of understanding that is required for each role. The CYP (complex needs pathway) Career and Competence Framework describes the competences required by staff either currently working in, or aspire to be working in, any role described within the role profiles included within the CYP (complex needs pathway) Framework. It also identifies 11 competences that are common to all staff working in the children and young people's complex needs pathway covering areas such as communication and building relationships with children, advocacy and safeguarding.

Service leads and recruiting managers can use the role profiles, together with their associated competences within the Framework in the following ways:

- 1. Support staff at appraisal and/or personal development reviews (PDRs) to identify areas for their personal and professional development and support the attainment of the required levels of competence for each role.** Service leads and managers can select any of the roles identified within the Framework which best fit the existing role, a role that the member of staff has identified they would like. They can then look at the competences within that selected role profile to check whether there are any competences that the member of staff may need to achieve or develop.
- 2. Enable staff to assess their own skills, knowledge and competences and identify areas for personal development that may be required for a new role, and to support movement/progression across and within the Health & Justice and social care sector.** Service leads and recruiting managers can support and encourage members of their staff to look at a relevant role profile within the Framework and assess their existing skills and knowledge against the competences included within the role profile selected. Staff can review their existing job description, person specification and their objectives, compare these with the competences outlined in the relevant role profile, and identify what they may need to do to achieve this, for example, additional learning, work shadowing opportunities etc.
- 3. Support the development of competence-based job descriptions.** Service leads and managers can select a role profile which most closely fits the job description and person specification and required competences of the job description they wish to develop. This will help to ensure that the required skills, knowledge and behaviours are clearly articulated.
- 4. As a starting point for the development of new, or similar, roles to meet the needs of the service.** If service leads and managers identify a need for a new or adapted role they would like to develop to meet the needs of their service,, they can decide which role profile is the closest match. The role profile and related competences can then be used as a starting point to develop a new or adapted role by adding or removing competences as required. The resulting new role profile can then be used as the

basis for a job description and person specification (as described in no.3 above), and also as a way to support new and existing staff to acquire the new or additional competences identified.

5. Outline the education and training required by staff to ensure consistency across the service and identify any additional training needs for current and future service delivery. The Framework identifies both the core and role-specific competences required for each role and the service as a whole. It also identifies the common 11 competences required by all roles working in the children and young people's complex needs pathway. Service leads and managers can use the competences and role profiles to check against existing training offered and accessed by staff within the service to identify any areas of training not already available. Training can then be tailored and offered to meet the needs of each staff member as appropriate.

6. Work collaboratively with training providers to develop programmes of learning for staff to meet current and future service need. Following on from identifying training that is required, service leads, and managers can commission - where appropriate - training providers to deliver the required training. Any learning not already covered can be developed with training providers, if there is a service-wide need for training not currently available, this may require working with service leads and managers from other service areas.

7. Review and recognise how competences are shared across teams. Similarly, as identifying service and staff education and training needs in no. 5 above, service leads and managers can look at the competences within the role profiles to check how these are shared across teams and identify where there may be a need to support these competences to be met, to ensure consistency of service delivery and sharing of best practice. Again, ensuring the common 11 competences required for working in the children and young people's complex needs pathway are met and shared across the team.

Benefits of the Framework

The Framework can help to:

- Define the core knowledge and skills (competences) required by staff for effective service delivery within the children and young people's complex needs pathway supporting quality assurance.
- Support the identification of further learning for staff to ensure that they are supported to access the development they need to competently fulfil their roles.
- Support the movement of staff across Health & Justice and related social care services, enabling greater flexibility across the workforce.
- Support and strengthen skills mix and team working.
- Support the recruitment and retention of existing and potential staff.
- Support the creation of an attractive career pathway, supports career progression and raises the profile of roles within the children and young people's complex needs pathway.

Who we are

Everything we do is designed to help people. As a not-for-profit organisation, we're committed to improving the healthcare industry and patient experience by working with employers to develop a workforce skilled in delivering high-quality services. We do this by providing them with innovative, best-in-class solutions, including consultancy, digital services and apprenticeship support.

☎ 0207 388 8800

✉ contactus@skillsforhealth.org.uk

🌐 skillsforhealth.org.uk

The logo for Skills for Health, featuring the text "Skills for Health" in a dark blue, sans-serif font. The text is positioned within a white rounded square shape that has a slight shadow effect against the dark blue background.

Skills for
Health