Yorkshire & Humber Region
ASC International Recruitment Fund

31st July 2024

Market Support and Training Package

EAST RIDING OF YORKSHIRE COUNCIL

Effective Pastoral Support of International Care Staff

- Pre-employment
- Welcome pack
- Integration into work
- Induction and beyond

Presenters: Tracy Petersen & Christine Grey

Pre-employment

- Maintain regular contact prior to start date
- Share information about the local area
- Introductory zoom meetings with team members
- Invite to team meetings before official start date



FOOD – the great knowledge exchange

- Learn about international cuisine – foods eaten, language and customs observed by your new recruit.
- Support the sponsored worker to understand what foods are often eaten in the UK, how they are prepared and served.



Integration to your workforce and team



- Support existing staff to understand reasons for recruitment from overseas
- Involve staff in developing welcome packs
- Seek staff to buddy new recruits
- Encourage staff to help new recruits settle in the community

Welcoming your new team member



Encourage staff to take new recruits out and about:

- Local pubs
- Eateries
- Cinema
- Walks

These should be fun experiences shared by colleagues as they get to know each other.

Day one and onboarding

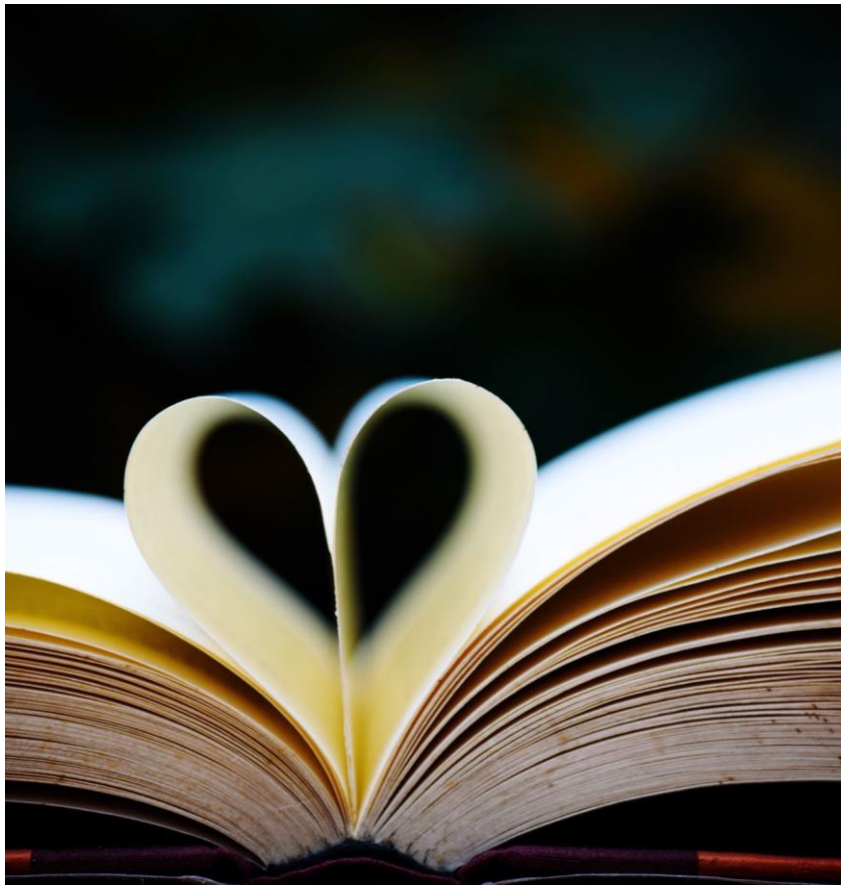
- Welcome on the first day
- Introduction to the team
- Provide information about the workplace culture
- Introduce network building opportunities
    - Family-friendly social events
    - Links with the local community and groups



Welcome Pack

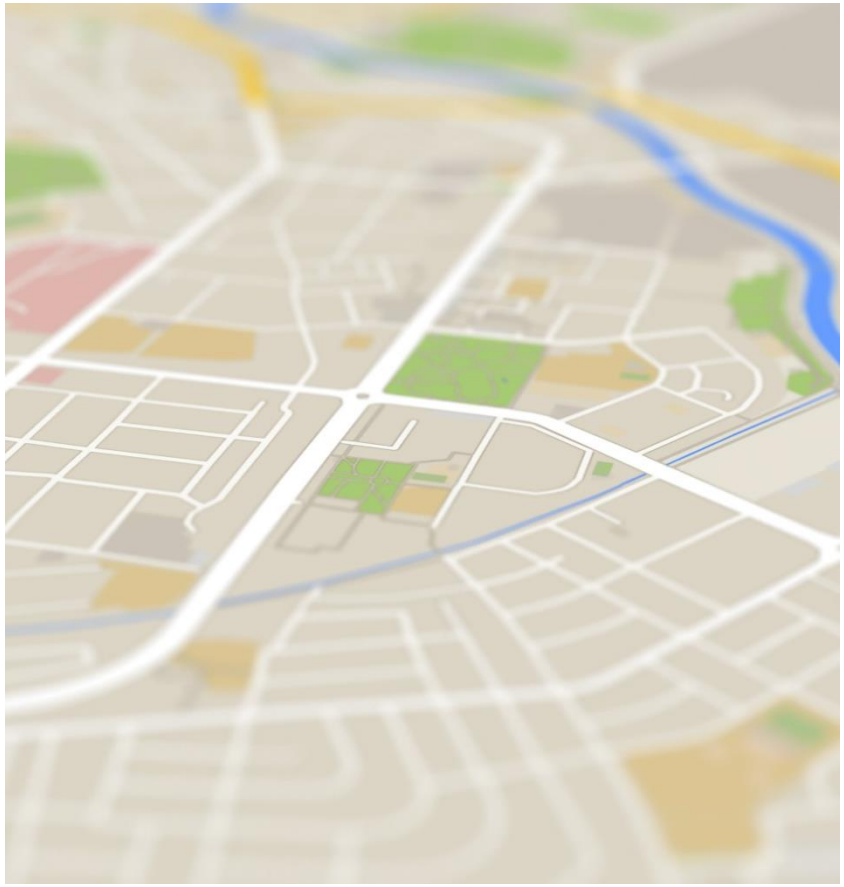
Job Information

- Company information – ethos, values
- Information about the job and expected duties
- Rota – shift pattern and daily breaks
- Information about the site where the employee will work
- Team information

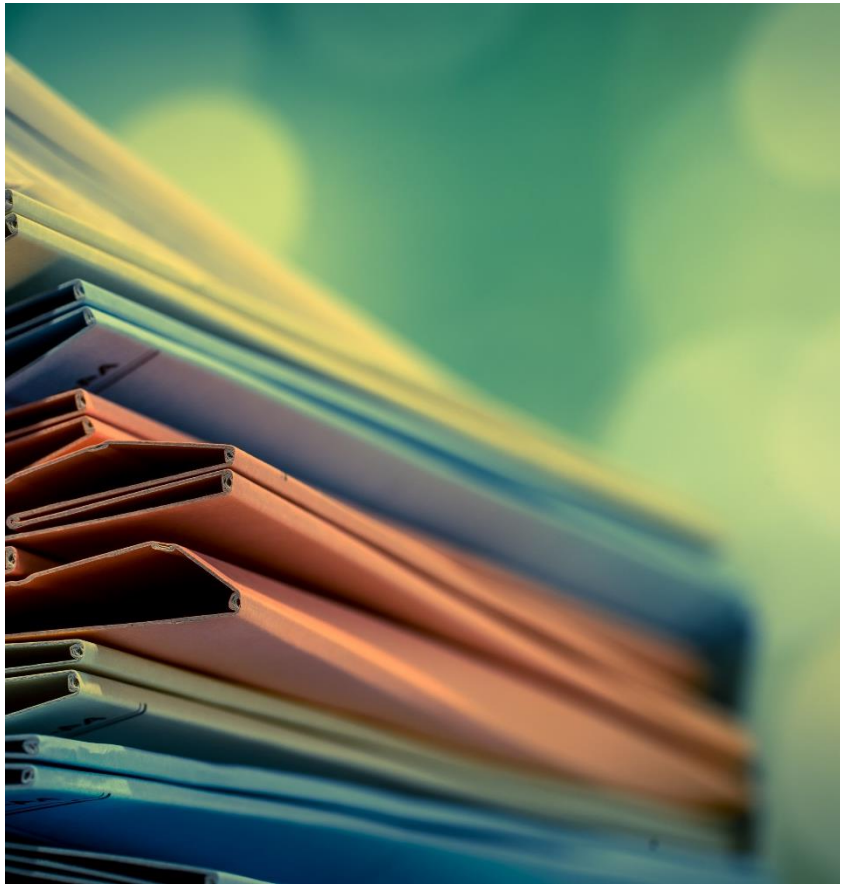


Local Information

- Introduction to the area
- Map of the local area
- Public transport information
- Useful contacts, e.g.:
  - GP / Dentist / A&E
  - Banks
  - Supermarkets / Food stores
  - Places of Worship
  - Citizen's Advice
  - Housing and services
- Currency information
- Political system & laws
- UK weather



Record Keeping – evidencing conversations



- 1:1 Pastoral support
- Retain written records of conversations
- Ensure information and guidance has been shared and understood by both parties
- Record any issues the care worker is experiencing or questions they are asking
- Include signatures and dates

Pastoral Support Checklist

Pre-Employment

- ✓ Details about accommodation (subsidised or otherwise
- ✓ Pre-employment arrangements: uniform / badge orders
- ✓ Greeting lunch / welcome dinner
- ✓ “Warm up day” to meet the management, the team and tour the workplace
- ✓ Information about what to expect during the induction process
- ✓ Support with logistics in getting to work and preparing for the day
- ✓ Information about local transport options
- ✓ Tour of the local town, including a visit to the supermarket, specialist food stores, bank, post office and attractions etc.
- ✓ Connection to WhatsApp groups etc: local community / staff network
- ✓ Salary advance

Pastoral Support Checklist

Induction and beyond

- ✓ Welcome pack containing job information and local information
- ✓ Company and social induction
- ✓ Professional specific training and education
- ✓ Buddy and peer support arrangement
- ✓ Supported learning about UK, social care and organisation culture and values
- ✓ Support overseas recruits to connect with their local community
- ✓ Explore a trauma-informed approach to help support staff wellbeing
- ✓ Ongoing professional development, and career planning

Thank you for listening . . .

. . . any questions?



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