

Seeing potential

Leeds City Council Step into Care

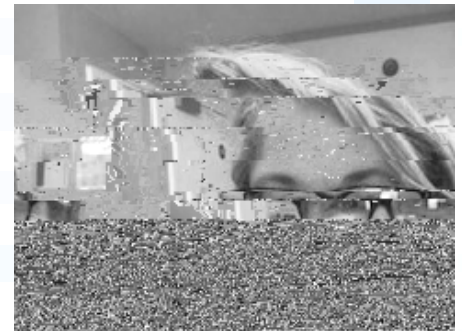


This series of case studies profiles how locally-based programmes can support people from non-traditional backgrounds into the care profession, from the perspectives of the programme operators, local care employers, and the candidates themselves.

These four case studies profile Leeds City Council's Step into Care Programme, which helped Devon Watson and the Leeds Jewish Welfare Board become an ideal match. In this case study, we hear from Home Manager Gillian Lee about how the Step into Care programme supported her to recruit staff with the right values.

Gillian Lee

Gillian Lee is the Home Manager of Leeds Jewish Welfare Board's (LJWB) Montague Burton House. She has had the pleasure of working with Leeds City Council (LCC) through the Step into Care programme, and with Devon, their first ever and longest standing Step into Care graduate.



The case for change

Before working with LCC and Step into Care, Gillian said she used to recruit new staff using a traditional application and interview process. She highlighted how challenging it could be, including having to find significant time for administration, vetting, and carrying out interviews. Once someone made it to the interview stage, Gillian also said: "Candidates often had very different expectations about what working in care involved."

As such, Gillian found all too often that newly appointed candidates would leave the role when the reality did not match their expectations.

How Step into Care works

To tackle this, the Step into Care programme places prospective candidates on a two-week work experience placement so they can see first-hand what the role involves. Candidates also complete two weeks of training before starting the role, which Gillian feels gives participating care providers the confidence that the individuals who are placed at the home have the basic skills they need.

When she first started working with Step into Care, Gillian was concerned the programme was going to be difficult and time-consuming. But having been convinced to give it a try, she hasn't looked back.



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