University of Huddersfield Repository

Ward, Lisa J. and Rhodes, Christine

The trials and tribulations of setting up a development worker post at the University of Huddersfield

Original Citation


This version is available at http://eprints.hud.ac.uk/id/eprint/7084/

The University Repository is a digital collection of the research output of the University, available on Open Access. Copyright and Moral Rights for the items on this site are retained by the individual author and/or other copyright owners. Users may access full items free of charge; copies of full text items generally can be reproduced, displayed or performed and given to third parties in any format or medium for personal research or study, educational or not-for-profit purposes without prior permission or charge, provided:

- The authors, title and full bibliographic details is credited in any copy;
- A hyperlink and/or URL is included for the original metadata page; and
- The content is not changed in any way.

For more information, including our policy and submission procedure, please contact the Repository Team at: E.mailbox@hud.ac.uk.

http://eprints.hud.ac.uk/
The Trials and Tribulations of Setting Up a Service User and Carer (SU&C) Involvement Development Worker Post at the University of Huddersfield
Who are we?

Lisa Ward – Service User and Carer Involvement Development Worker

Christine Rhodes – Head of Division Learning Disability and Children’s Nursing / Academic Lead for Service User and Carer Involvement

Inspiring tomorrow’s professionals
Background

• School of Human and Health Sciences
• Vision
• ALPS CETL – Assessment and Learning in Practice Settings
• Funding Lead Academic two days a week

Inspiring tomorrow’s professionals
Challenges

• Grows like Topsy
• Skimming the top of the surface
• Tokenism -> Involvement
• Shifting Culture -> embedding in Health and Social Care (H&SC)
• The need for a Development Worker
Evidence

• Need for involvement
• Professional and Statutory Regulatory Bodies (PSRB)
• Quality reviews demand involvement
Regulation Examples

• Number of times students can take assessments
• Appeals
• Not a good H&SC professional if ‘can’t get it right’
Development Worker

- Job Description and Person specification
- Job Evaluation
- Bureaucracies in HEIs
- Time span: idea -> person
- Tenacity to succeed vs give up?
- Conflicts: PSRB, HEIs, practice

Inspiring tomorrow’s professionals
• Advertising Post – where?
• Understanding what the post was about?
• Job grade?
• Why is it needed?
Costs

- Budgetary constraints
- Time factors
- Short term funding
What does Development Worker Find?

- Two year backlog – work waiting to be done
- Budget codes – access to budgets
- Organisational fit – no ‘home’ team
- Everybody expects a lot
  - Particularly Service Users and Carers
Findings (2)

- Some basic systems are in place e.g. payments policy
- But – lots more to develop
- Old fashioned admin:
  - Approvals
  - Budget codes / constraints
  - Triple processing

Inspiring tomorrow’s professionals
Findings (3)

- Making contacts across the School
- Partnerships – HEIs, NHS, Local Govt, & 3rd Sector
- Bid writing
- General Co-ordination
- Sharing good practice
- Admin & organisational events

Inspiring tomorrow’s professionals
Why bother?

- Service Improvements
  - Process improvements
  - Customer Services
- Better health and social care
- Better students

Inspiring tomorrow’s professionals
My mission? (Draft)

• My mission is to ensure that the voices of service users and carers are so embedded into health and social care education, that students upon graduation always consider the views of patients and carers as paramount.

Inspiring tomorrow’s professionals
• That they **have the courage**
• to challenge practice in themselves
• and in others
• that leads to poor patient care
• and every day they go to work
• with the desire to enhance
  • the patient experience.
My Greatest Challenge

Combining my new role with Unexpectedly becoming a carer again.

Thank you

---

Inspiring tomorrow’s professionals