# Wellbeing Teams Webinar 3

# Wholeness in Wellbeing Teams

This webinar was recorded in March 2019.

Disclaimer: National Disability Services Limited (NDS) believes that the information contained in this webinar is correct at the time of recording. The information provided is for general information purposes only and should not be relied on instead of other legal, medical, financial or professional advice.

**Wholeness in Wellbeing Teams**

Hi, this is Helen Sanderson with a third film in the short series about Wellbeing Teams for the NDS.

So the other thing I would like to focus on in Wellbeing Teams is the concept of wholeness. Because Wellbeing Teams aspire to be teal teams which means that we focus on bringing the whole person to work - wholeness, self-management and focus on purpose. So bringing your whole self to work.

What does that mean in practice? Well, let me introduce you to Annie. When we start with Wellbeing Teams, we ask people to develop a mini one page profile that talks about what matters to them, and what good support looks like and what people like and admire about them. And we also try and do mini films that we use to introduce people to people that they would be supporting. So people can choose their own team. So let me show you how this worked for Annie.

## Hi, I am Annie.

“Three things that matter to me are art. I have got a degree in ceramics and I have always loved painting - enjoying and don’t have time to make pots anymore, but at the moment, I’m illustrating a children’s book and I really enjoy that. I also really enjoy cookery. I enjoy all types of cookery. I am not good at baking cakes but I love different cultures and finding out how they cook. And that brings me to my third thing that I really love and that’s travelling. I have travelled a lot in my 30s and I’d love to do that again. But at the moment, I love travelling around this country and see what it has to offer, which is a great deal.”

So that's the way that you get a snapshot of who Annie is and what matters to her. And we are trying to do this for all team members alongside one page profiles, so that we introduce people as whole people with our hobbies, interests and what matters to them.

And we start learning about people in different ways through sharing their work timeline in induction. So this is a timeline that we produced for people, we usually personalise it as well, so their name will be at the top. And we ask people to create a graphic representation of what they did when they first started work which might be a job at school and or you know, being - delivering a paper or a Saturday job, right up to what they do now joining Wellbeing Teams. We asked them to talk about their aspirations if they could do anything at all what would they do and to look back over their work history and tell us what worked and what didn't work - the lessons learned. We asked them to tell us more about their skills and interests and capture all this on a graphic timeline. We then, again, do a small film of it so we got a record so that when new members join the team they can learn about each other through the short film of their timeline.

And this is Becky talking through her timeline and describing how she used to be a van driver for a distribution company, going to university and some of the jobs she did when she first started work right up to where she is now as a wellbeing worker.

Also, on the first day of joining an induction, we give people an appreciation book. We personalise it for each individual and at the end of the first day, we pass the books around and ask each person to write something that they like and admire about that person in their books. So, it's a lovely thing to go home with on your first day that regularly team meetings, we ask people to bring their books, share what people have been appreciating them for recently. And also, when we get appreciations from people we support, we ask people to create an ongoing record of those in their appreciation book.

This is one of the challenges for all organisations in health and care, which is how do we not only get but keep great team members and how do we support people with their wellbeing and development. One of the ways that we do that is through value-based recruitment. And we have lots of ways of introducing Wellbeing Teams through value-based recruitment. So this one is for one of our early teams in Torquay and what it does is explains not just what the work is but what our values and what values we'd want you to share if you wanted to come and work with us.

## So let's see that now.

### Are you looking for a role with more control over how you work?

Perhaps, you'd like your job with security where you can grow and develop your skills and experience or do you want a job where you know you're making a difference. We're looking for Wellbeing workers to help people live well in their own home whether you have worked in care before or are new to this type of work. If you are passionate about people and share our values we could have the opportunity for you. Our values are compassion, responsibility, curiosity, creativity and working in ways where everyone can flourish. The service is new and innovative and we need amazing people to join our team to bring it to life. We'll provide full training and personal development opportunities to help you grow.

This video explains a little bit more about what we do. We talk about what our Wellbeing workers role looks like and how Wellbeing Teams work differently and if this sounds interesting, we'd love you to give us a call for a catch up to find out more.

### How do we achieve true wellbeing?

Is it about being safe and well? Perhaps, it's about doing more of what matters to you or staying connected to important people in your life. We think it's about bringing all three together. That's where wellbeing happens. And that's why we created Wellbeing Teams.

### So what does a Wellbeing worker do?

As a Wellbeing worker, you'll support people to achieve all three of these elements. You'll be expected to get to know people really well and together with them, you'll design their care and support. Then your work as part of a team chosen by the person to deliver that plan. It could include anything from helping a person with personal care such as washing or dressing, administering medication or preparing meals and as well as these tasks, you'll be supporting people to do more of what matters to them in partnership with the charity Community Circles. That could be getting out and or starting a new hobby or reconnecting with a faith community. Together, this helps us combat the four big challenges of old age - loneliness, boredom, feeling of helplessness and poor health.

### Does this sound good to you?

If you want a rewarding career that enables you to develop your skills as well as helping older people, then we'd really love to hear from you. Wellbeing Teams focus on the wellbeing of the people we support and your wellbeing too. Because we’re people people, we'd rather you get in touch for a chat instead of sending an application form to get started. So, get in touch today and let's start talking about how we can help people achieve real wellbeing together.

## So, a value-based recruitment process is very different.

We don't use interviews and we don't take CVs. We start off with a telephone conversation as you have just heard. And that's really an opportunity for people to learn more about us and to ask any questions and us to just check that they have got a proper understanding about what the role is.

So when we first did this with one of the early teams we had 60 people enquire. And that then led to having 30 telephone conversations, not really interviews but 30 conversations. From that, we then invited 10 people to join us for a recruitment workshop. And we also asked them to phone and confirm two days before that they were going to come and attend. We had nine people on the day, one person unfortunately phoned us to say they had an accident the day before so couldn’t attend. So nine people joined us for a recruitment workshop, and out of that we appointed 5 people.

So our recruitment process is really about learning about people, who they are, their values and really checking out that they have a great understanding about what we're trying to do together. We want people who can both deliver compassionate person-centred support and who are up for self-management too. So this short film shows you what our recruitment process - the actual workshop looks like.

## Hello, my name is Eileen Cooper.

“I have been involved today with the wellbeing recruitment team. I am really enjoying it, it’s been great.”

So as you can see from Eileen's conversation there that collaboration – a valued collaboration means it's so important for us to work in partnership with people who we will be supporting or skilled what is called experts by experience here. So, when we are doing the recruitment workshop, we are always involving people who have lived experience of receiving care or who are family members as well. So when we have recruited people, we then have a four day induction, usually a bit longer than that. It includes e-learning. We have to cover of course the mandatory training, medication, health and safety, etc. But the first day is about purpose and our values and then we move on to exploring what self-management means before we start looking at the process of delivering care. So a quick snapshot of what the induction looks like.

This graphic captures for me what we're trying to do with self-management which is giving people autonomy and freedom to make decisions and keep those as close to the person as possible. But also taking responsibility for how we work both individually and as a team and this is what we're trying to achieve all the time.

So, please come and follow our journey at helensanderson.net, that's my personal blog post site or you can email me at helen@wellbeingteams.org or follow me on Twitter and I'm usually doing a two minute film on LinkedIn with what I've tried and learned that week.

Thank you very much.

# National Disability Services

NDS is the peak body for more than 1,000 non-government disability service providers and is the only organisation that represents the full spectrum of disability service providers across Australia.

NDS believes that the information contained in this video is correct at the time of publishing. However, NDS reserves the right to vary any of this video without further notice. The information provided in this video should not be relied on instead of other legal, medical, financial or professional advice.

End of document.