



Leadership Programme For Homecare Sector

QQI Level 6
6N2191



Programme facilitated by



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1. About The Programme

Leadership Programme QQI Level 6 (6N2191, Component Award) is run on behalf of **LHP Skillnet** and the contracted provider is Harvest Training.

This programme facilitates your learning in a supportive environment and is tailored to address the particular challenges of leading people and teams in the Homecare sector.

It's addressed to those employed within the Homecare sector and active in or being developed into a management or leadership position.

1.1 Delivery and duration

The programme is delivered online as live classes. There are 5 contact days – the same weekday on 5 consecutive weeks. During the day there are two 2-hour sessions – morning and afternoon. Between the sessions there assigned tasks – watching videos, reading, self-assessments. Training days are typically between 9.30 am to 11.30am and 2pm to 4pm (subject to change).

Additionally there are four 30-minute virtual classrooms. Please see the schedule for details.

Each programme is preceded by a 40-minute 'Tech Check' session. This session is dedicated to familiarizing the participant with the features of the online platform (Zoom) so that everyone is comfortable from the beginning. It's also an opportunity to meet fellow learners, the tutor and ask questions about the programme.

2. Programme content

2.1 Modules

Module 1 - Introduction to Management and Leadership

- The role of the Homecare manager / person participating in management
- Identifying your management style
- Adapting your style appropriately
- 360° Leadership

Module 2 - Client Focused Communication Skills

- Overcoming communication barriers
- Developing core communication skills
- Communication effectively in challenging situation
- Developing your communication style
- Managing communication for remote teams

Module 3 - Building 'Client Friendly' Teams and Conflict Management

- Managing team development stages
- Developing "performing teams" in the homecare environment
- Your conflict style & managing conflict effectively

Module 4 (part 1) - Strategic Management

- Developing & managing a positive performance culture
- Carrying out empowering performance reviews
- Aligning your people with the organisation
- Employment Equality in the workplace
- Unfair Dismissals Act – policies and procedures in practice

Module 4 (part 2) - Coaching for Improvement

- Coaching and mentoring toolkit
- Implementing coaching / change in a homecare setting

2.2. Learning outcomes

At the end of this programme the participant will be able to:

1. Adapt your leadership style and practices to provide a service that complies with the National Quality Standards for Homecare settings for older people
2. Provide proper Governance of a well-organised care setting
3. Develop management skills and practices that create high quality teams and then inspire them to deliver excellent person-centred care for clients
4. Increase your influencing skills by developing clear and effective communications with clients, families and staff
5. Productively and constructively identify and resolve issues affecting the needs of clients
6. Coach and motivate team members to deliver high quality and professional care to meet the changing needs of clients
7. Develop effective staff management systems and procedures for, induction, training and performance management
8. Empower staff and increase their sense of ownership and accountability by delegating when appropriate
9. Describe the key elements of employment law legislation and how it relates to the Homecare sector

3. Assessment

3.1 Overview

There will be 2 forms of assessment on the Leadership Programme:

- Learner record - 40%
- Skills demonstration - 60%

Learner Record

Learner Record - Part One (20%)

As part of this assessment, participants are required to complete a comprehensive learning journal to demonstrate their learning and the impact of this on their personal leadership style. The learning journal is structured in such a way that encourages self-reflection and critical analysis in specific areas and

will include the creation of personal action plans.

Learner Record - Part Two (20%)

Part Two of the learning journal should demonstrate personal learning and the impact of this on the learner's approach to developing teamwork and team building in their team.

The learning journal is structured in such a way that encourages self-reflection and critical analysis in specific aspects of team development within the workplace and will include the creation of personal action plans.

Skills Demonstration

A skills demonstration is used to assess a wide range of practical-based learning outcomes, including practical skills and knowledge. A skills demonstration will require the learner to complete a task or series of tasks that demonstrate a range of skills.

(There will be three skills practice sessions during this programme)

Skills Demonstration One (20%)

This assessment will be based on a specific one-to-one role-play scenario assessed using a live online environment. These will take place following completion of the programme. The tutor will play the role of an employee and the learner will play the role of manager. Skill assessments will be recorded live.

The scenario for the role-play will be based on the learner applying a structured performance coaching model, based on a typical situation in the workplace.

The learner will also be expected to demonstrate an understanding of relevant communication techniques during the interaction.

Skills Demonstration Two (20%)

This assessment will be based on submission of a reflective account by the learner in the workplace of their key learning outcomes and an action plan for their ongoing leadership development to a member of their senior management team. This will provide the learner with an opportunity to present their learning

strategy in a realistic setting.

The assessments will take the form of a learner account, 1 independent evaluation and supporting documentation.

Skills Demonstration Three (20%)

This assessment will be based on a live skills demonstration. The tutor will play the role of the audience and the learner will play the role of a leader presenting to a colleague. The presentation will include the key findings and recommendations from a specific case study and brief concerning a potential staff disciplinary issue.

The learner will be expected to demonstrate an understanding of relevant policies / procedures and demonstrate effective communication skills during the interaction.

4. Cost and payment

The programme can be booked online through our website www.lhpskillnet.ie.

The cost from Harvest is €950 per participant. LHP Skillnet will part fund the fee for the staff employed in the private healthcare sector – private nursing homes, home care providers, private hospitals, agencies etc. The cost after our funding will be reduced from €950 to **€700** per person. LHP Skillnet will cover the difference paying the full fee to Harvest.

Instant payment online is required to book a place.

5. Contact details

For details about programme registration, contact LHP Skillnet:

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