

# Q-STEP SUMMER INTERNSHIPS 2021

## Manchester City Council - Frontline Social Work Staffing Challenges within Children's & Adults' Services

### Organisation and Team

Manchester City Council: Workforce Intelligence Team / Performance, Research & Intelligence (PRI)

Town Hall Extension, Manchester

### Selection Method

Written CV & cover letter followed by an interview

### Project Outline

Researching themes and trends in turnover and retention among our Social Work employees, looking for insights that could inform recruitment/retention strategies and policies in the future.

More specifically, this would include:

- 1) Data analysis of trends/stats in our SW staff records;
- 2) Desktop Lit review of findings/evidence elsewhere;
- 3) Looking at wider data trends (benchmarking, job adverts, etc.);
- 4) Discussions with key people re on-the-ground understanding (i.e. service managers);
- 5) Production of a report/pack of findings (with a possible presentation back to us or stakeholders).

### Key Words

Social Work, Care, Children, Adults, Turnover, Retention, Challenges, Absence, Strategy

### Application Criteria

#### Essential:

- Familiarity with Office 365 (Excel, Powerpoint, Word) or equivalent
- Quantitative and qualitative research techniques
- Knowledge of Excel

#### Desirable:

- Awareness of the nature of Social Work / social challenges within Manchester

### Supporting Information

"Manchester City Council is committed to giving fair support to members of the Armed Forces and veterans, whilst recognising and remembering the sacrifices they have made. The aim of The Armed Forces Covenant is to ensure that the Armed Forces and veterans are not disadvantaged, when applying for vacancies with Manchester City Council. Armed Forces and veterans will be guaranteed an interview where they meet the Minimum requirements for the role.

We are an Equal Opportunities Employer and we positively welcome applications from all candidates regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation."

Similarly, we would also guarantee an interview to any applicant meeting the minimum requirements who is a former Looked-After Child (LAC).

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### Practical Considerations

There is still a level of uncertainty around this, but most of the Council's 'back-office' functions, including PRI) are currently working from home with a view that a return to the office would be limited. We can provide a Covid-secure office space but our preference may still be to work from home at the time when the placement takes place.

By the time the placement begins we would expect some restrictions to have been lifted, with most back-office staff engaged in some kind of hybrid working arrangement comprising one or two days per week in an office, and working from home for the remainder. We anticipate being able to commit to providing at least 3 days per week of office-based work (supervised directly by a member of the Workforce Intelligence Team) and we will also explore options to equip the successful candidate to work remotely, although this may either be impractical at the time..

8 week internship

### Issues of Data Confidentiality / IPR

A successful candidate would be working with personal workforce data which may include protected characteristics. On-site training on GDPR and information governance will be provided by MCC at the outset of the placement, and the importance of adhering to GDPR guidelines will be fully explained.

### Support and Training

Support regarding the skills required for the success of the project would be offered through direct line management, and other relevant staff within the organisation. This project will require extensive use of MS Excel primarily, and also MS PowerPoint, and it is imagined that, over the course of the placement, the successful candidate will be significantly upskilled with MS Excel functionality that has relevant, real-world applications for quantitative analysis. The successful candidate will also receive support from research leads within the Adults Social Care (ASC) section of PRI.