



**QUALITY SELF-ASSESSMENT
PROGRAMME**

1 BUSINESS MANAGEMENT

1.2 ORGANISATION OF STAFF

DAY CARE SERVICES FOR OLDER PEOPLE

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OUTCOMES TO BE ACHIEVED:

Staff resources are deployed to deliver the best possible standards of care with minimal stress to staff in accordance with the requirements of the Working Time Directive, 1998.

Elements addressed:

- Organisational Structure
- Management & Staffing Resources
- Temporary, Agency & Volunteer Staff
- Trainee Staff
- Shift Planning & Work Patterns

#	Performance Indicator / Standard	SCORE	Evidence
1	There is a formal up-to-date Organisation Chart available for the Centre, and valid Job Descriptions exist for each Job Position on the Chart.		
2	The most effective use of staff resources is discussed and agreed through observation / supervision, and at Staff Meetings. Minutes of these Meetings serve are recorded.		
3	Staffing Banks and agencies used for the provision of temporary staff are listed as a Preferred Sub-contractor.		
4	Voluntary workers, students and temporary workers on training schemes are fully vetted before being allowed to work at the Centre. This will include CRB checks, as appropriate.		
5	All agency, volunteer and temporary staff receive induction training in the same way as full-time staff.		
6	This includes Awareness Training in the Policies & Procedures that relate to their specific jobs.		
7	There is an orientation programme for all agency, volunteer and temporary staff to acquaint them with the features of the Centre and the service user base .		
8	This orientation programme includes an awareness of the Objectives, Aims and Values of the Centre.		
9	Volunteer and temporary staff know who to approach for assistance when needed.		
10	There is an adequate system in place for supervising and monitoring of all temporary staff.		
11	Temporary staff are subject to a Performance Appraisal system along the lines of that used for full-time staff.		
12	Performance Appraisals of temporary staff are used as the basis for reviewing these agencies for continued acceptability. This is done through the Quality Review Meetings.		
13	Volunteer staff are supernumerary & not used as replacements for full-time staff members. They do not feature on the Centre's Organisation Chart as a dedicated full-time Job Position.		
14	Full-time staff members are orientated to the role of the agency, volunteer or temporary worker in the Centre.		
15	A dedicated staff member is appointed as a mentor to offer guidance, support and advice to each volunteer staff member.		
16	Service users, advocates and relatives / families are orientated to the role of the agency, volunteer or temporary worker in the Centre.		
17	The Volunteer Staff Recruitment Programme involves a variety of age groups and community groups for the benefit of the service users.		

