



DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS

TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER

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INTRODUCTION

- CareHome.co.uk - Leading care home listings, reviews and jobs website of UK.
- Owned and operated by Care Home Review Ltd.
- Over 18,000 care homes listed, over 295,000 reviews.
- Advertises over 5,000 care home jobs each year (Care Home, n.d b).
- CareHome.co.uk is a free resource.

STRUCTURE

50+ Employees

SIZE

16 million+ visits
per year

LEGAL STATUS

Private Company,
registered with ICO

CARE HOME'S KNOWLEDGE FOR HR PROFESSIONALS ACROSS THE DEPARTMENTS



HR professionals must have knowledge of:

- **Care Home Industry**
 - HR experts should possess a comprehensive grasp of the care home sector, encompassing its regulatory framework, recommended methods, and current industry trends.
- **Health care**
 - HR professionals should possess a foundational comprehension of healthcare, including the requirements of residents and the array of services provided by care homes.
- **Human Resource Management**
 - HR professionals should demonstrate a proficient understanding of HRM principles and methodologies, involving recruitment, training, performance evaluation, and employee relations.
- **Employment Law**
 - HR professionals should possess a functional understanding of employment law, covering regulations related to hiring, termination, discrimination, and harassment.

CARE HOME'S SKILLS FOR HR PROFESSIONALS ACROSS THE DEPARTMENTS



HR professionals must have below skills:

- **Communication**
 - HR experts ought to possess exceptional communication abilities body language, sign language , encompassing both written and verbal aptitude.
- **Problem-solving**
 - HR professionals should demonstrate robust problem-solving capabilities, enabling them to identify and resolve issues promptly and effectively
- **Organisational skills**
 - HR professionals should showcase strong organizational skills, effectively managing their time and prioritizing tasks adeptly.
- **Interpersonal skills**
 - HR practitioners need to exhibit strong interpersonal abilities, fostering relationships with employees, residents, and other stakeholders.

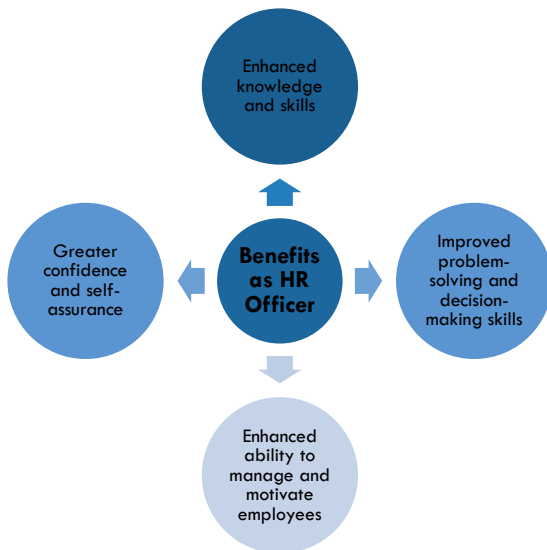
CARE HOME'S BEHAVIOUR FOR HR PROFESSIONALS ACROSS THE DEPARTMENTS

HR professionals must possess behaviour as below:



- **Professionalism**
 - HR practitioners consistently behaving in a courteous, respectful, and ethical manner.
- **Confidentiality**
 - Upholding confidentiality is imperative for HR personnel when handling employee information.
- **Empathy**
 - Empathy is crucial, as HR professionals should understand and address the needs of employees and residents.
- **Adaptability**
 - HR professionals to be flexible and adjust their approach as circumstances evolve.

INDIVIDUAL BENEFITS OF TRAINING



Benefits of Training - Individuals

- Do job more efficiently – learn new methods
- Professional approach to work, engaged in best practice routines
- Personal satisfaction – felt valued
- Recognised qualification to add to CV

BENEFITS OF TRAINING TO ORGANISATION

Importance of Training

- High Productivity
- Morale Booster
- Better Quality of work
- Cost Reduction
- Low accidental rate
- Development of Skills
- Reduced supervision



CONCLUSION



- HR professionals play a critical role in organisational success, and their professional development is essential.
- Investing in HR training and development benefits both individuals and organisations specially in healthcare industry.
- HR professionals can effectively facilitate training and development initiatives.
- Involving HR professionals in learning and development benefits all stakeholders.
- Allocating resources to HR training and development is a prudent investment.



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APPENDICES

Appendix 1: SWOT

STRENGTHS	WEAKNESSES
- Strong analytical and problem-solving skills - Ability to think strategically and innovate - Excellent written and verbal communication - Professional and empathy - Adaptability and organizational skills	- Lack of experience in some HR areas - Can be too detail-oriented at times - Sometimes struggle to say no to additional work - Sensitive
OPPORTUNITIES	THREATS
- To learn and develop new skills - To take on new challenges and responsibilities	- The ever-changing HR landscape - The competitive job market - The possibility of burnout

Appendix 2: PERSONAL SKILLS AUDIT (Cont.)

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word	✓			
Use Excel spreadsheet		✓		
Use a Database			✓	
Use specialist HR software		✓		
Use the internet	✓			
Use e-mail	✓			
Use PowerPoint		✓		

Appendix 2: PERSONAL SKILLS AUDIT (Cont.)

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment		✓		
Taking notes of disciplinary hearings		✓		
Write reports		✓		
Produce material to support presentations		✓		
Delivering a training session			✓	
Resolving disputes/complaints		✓		
Interviewing		✓		
Advising on HR issues		✓		
	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information	✓			
Explore more than one solution in order to solve a problem	✓			