

# Super Healthcare Worker



**Trio lead**

**Rohema Khan**

Head of People Development

NORTHERN CARE ALLIANCE

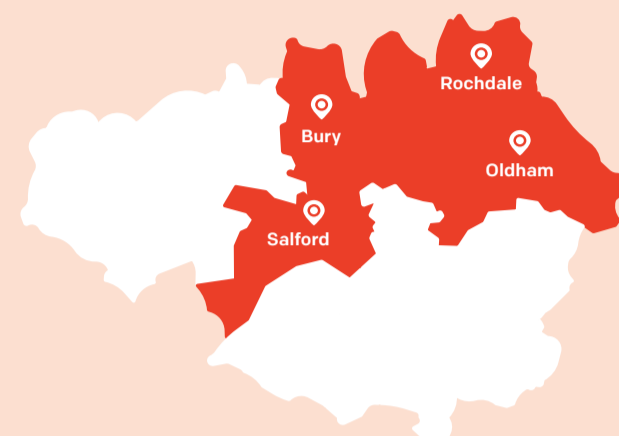
NHS TRUST

**Trio members**

 Satty Boyes

 Emma Nolan

 Gill Bennet



**Start**

**Excited**

**Unplugging**

**Motivated**

## Our starting point

We wanted to test developing a new recruitment model to diversify the workforce and widen access to health, clinical and non-clinical roles across four localities.

**Reducing Inequalities**

Prevention

## System barriers

Recruitment and retention challenges

Purpose and outcomes defined primarily within services against national KPIs

Formal governance primarily accountable to national government rather than local people

## Our system shifting trio

My trio are strategically pivotal to the experiment, ensuring that it is system change that spans across the NCA, Local Authorities, NHS GM and further afield.

They provided different perspective when designing and developing the experiment.

NHS GM



**LA**

Local authorities



Trust in communities

## Lightbulb moments

### Things we changed along the way:

- Changing the direction a little
- Trial within NCA initially, then wider.
- Where our key milestones fell.

### Lessons learnt

- Reflecting is important to move forwards.
- Influencing is a key part of this work.
- People/employer journey is at the heart of this work.

### Surprises

- Open door for designing a new approach.
- Shared problem for lots of people.

## Our biggest challenges

- Time – learning to delegate some of the activities
- Existing system processes – knowing when to use them and when to push them
- Significant life events took place which stalled some of the work

## Our insights and breakthrough

Key highpoint was when the model proposal was approved by the NCA Senior People Group to go to consultation before presenting to the People Executive Committee (awaiting for this).

I felt that there was a great endorsement for the experiment which was very powerful.

## Next Steps

- Take it to the People Executive Committee for full approval
- Ideally this will be the norm for recruiting entry level roles within NCA
- Build on it to bring in other system partners
- Share good practice



**Now**

Impact

Achievement

Purpose



**I felt that there was a great endorsement for the experiment which was very powerful.**



**GOODLIVES GM**

A strategic partnership between Innovation Unit and Greater Manchester Combined Authority