

Bridge to Employment Case Study

The Company - Extra Care – Domiciliary Care Providers

Extra Care is one of Northern Ireland's leading domiciliary care providers. They provide a range of services, including help with personal care and practical tasks, throughout the day and night, to support dependent adults to remain living at home with dignity. Extra Care provides 12,000 hours of care per week to service users across Northern Ireland and the Republic of Ireland.

The Challenge

Extra Care required additional Care Workers due to the expansion of their client portfolio. The Employer had a need to fill these Care Worker posts in various places across Northern Ireland to enable them to fully meet the demands of the business and they chose the Bridge to Employment route as a means of doing so.

The Strategy

Extra Care contacted the Bridge to Employment team to set the wheels in motion and to determine if Bridge to Employment was an option available to them. It became clear from the outset that a suitable training programme could be developed to identify suitable employees to fill the care worker positions in the company.

The Bridge to Employment team arranged the recruitment and selection all at no cost to Extra Care. The Extra Care team were able to focus on their business leaving the recruitment in the hands of the Bridge to Employment team who provided daily updates so that they were kept involved in the process.

The Bridge to Employment team looked after the advertising, application process and supported the Extra Care team in conducting interviews. Suitable trainees were identified and a specific training course put together to provide the trainees with a sound understanding of the role of a Care Worker. Extra Care was able to ensure that they had suitably trained employees who were productive from day one of the job.

The training course was designed in conjunction with Extra Care ensuring that those undertaking the training were equipped with the skills and knowledge to perform the Care Worker role efficiently. Training included:

- Training on dementia and other common medical conditions;
- Guidance on how to provide practical support with personal care tasks;
- Recognising signs of abuse and how to report it;
- Record keeping and the Data Protection Act;
- Health and safety and fire protection

The Bridge to Employment programme was ideal for Extra Care who wanted to recruit staff quickly and with minimal costs to the company. From the outset the employer needs were established and the Bridge to Employment team worked to

support the recruitment of suitable employees for the company. The turnaround period for the recruitment process right through to clients becoming employed was eight weeks.

The programme was so successful that a further Bridge to Employment programme was developed for the company and they continue to work with Bridge team through the direct bridge recruitment service. To date Extra Care has successfully recruited over 50 employees through a number of successful Bridge programmes.

Bridge to Employment is available to inward investment companies and local companies who are taking on new staff. The programme helps with the advertising and all other recruitment services at no cost to the employer. The training programme is customised to suit the needs of an employer and gives potential employees the precise skills they need to be productive in a company from day one.

Bridge to Employment is a pre employment training programme aimed at helping the unemployed find work whatever their experience. For further information contact bridgeoemployment@delni.gov.uk or telephone 028 9090 5251.

Feedback from Company

“Extra Care benefited from the partnership with the Bridge to Employment team. As a not for profit organisation, we welcomed the assistance with advertising costs, as well as administrative help with short listing, information days and interviews. The programme helped potential employees learn more about our organisation and gave us the opportunity to learn about them in a customised training environment. Throughout the programme, the Bridge to Employment team provided advice and support and helped us to find motivated and enthusiastic employees”