

## List 1: Service Managers

### Recognition

- Acknowledge care staff's expertise.
- Recognise care staff as care professionals.
- Appreciate the knowledge they have of the people they care for.
- Acknowledge the input they are able to provide in care planning and behaviour management options.
- Value and consider any recommendations made by care staff.
- Recognise, appreciate and reward good which will give care staff a sense of responsibility and ownership of their work.
- Provide positive feedback that acknowledges care staff's skills during supervision or team meetings.

### Autonomy

- Encourage care staff to take ownership of their work.
- Delegate key responsibilities.
- Allow care staff to participate in decision making.
- Grant more autonomy in care planning but with appropriate support.

### Increase in Skills

- Provide support and encourage skill development within their role.
- Encourage and support care staff to develop expertise in specific areas such as epilepsy, ASD, ADHD, psychotropic medication, physical health of people who have intellectual disabilities, genetic syndromes, behaviour management, stress/anger management etc.
- Encourage care staff who develop a specific area of expertise to act as champions for that cause.

## Manager traits

- Provide support and encourage skill development within their role.
- Employ Practice Leadership (development and maintenance of good staff support for people with intellectual disabilities through managers) to improve staff experience, satisfaction, and performance. [Click here for a resource on practice leadership developed by National Disability Services, Australia.](#)
- Every staff should be treated equally, and their knowledge and experience should be shared within the team.
- Creating realistic deadlines.
- Clarifying care staff's roles and responsibilities.
- Communicating clear objectives.
- Encouraging teamwork and support.
- Regularly ask care staff "How are you today", "Are you okay?", "Would you like to talk?"