

## List 2: Organisation's role

### Opportunities

- Create opportunities for support staff to continue developing their skills or develop their careers. For example, help some support staff towards their health and safety NVQ accreditation or to continuously develop as professionals using CPD training.
- Offer job security and provide permanent contracts.
- Provide opportunities for part-time work and job sharing.
- If an employee doesn't have the required skills but match the values, then offer training for such employees to develop their skills.

### Mental health and stress awareness

- Be flexible and improve work schedules for some support staff who may be going through problems outside of work such as family problems.
- Encourage mental wellbeing among support staff and adopt stress management programme (see support staff reaction)'.

### Recruitment

- Recruit individuals who match the values of the organisation.
- Recruit individuals who find it rewarding to make a positive difference to people's lives and whose skills match the job's requirements.

## Support

- Include and consult with support staff when making organisational structural changes that may affect support staff.
- Reward staff - develop innovative ways to reward staff. For example, carry out events where the support staff of the month receives an extra paid annual leave or vouchers for their hard work.
- Change the culture of the organisation and reduce “blame culture”. Instead, promote a positive culture where support staff learn from their mistakes and ensure mistakes aren’t repeated. Failures should be recognised but support staff should not be shamed or blamed for it.
- Identification and removal of toxic or closed culture within an organisation. [Click here for more information on identifying and responding to closed cultures.](#)