



## **Worker Shadowing Host (Placement) and Donor (Shadow's line Manager/Organisation) Briefing Document**

Connect is a project which will see a new way of working between health, police, social care and voluntary sector. It aims to provide simpler, better connected services and improved use of resources making it more helpful to people and their communities.

To work together better Connect partner organisations have teamed up to offer the chance for staff to work shadow colleagues from police, voluntary sector, NHS or social care involved in the project.

### **The Model**

Minimum two half day sessions consisting of a variety of the below experiences as appropriate:

#### Be a fly on the wall observer:

The host carries on their normal work as usual, whilst the 'shadower' simply observes and takes notes.

The advantage to this approach is that it is clear, requires minimal preparation time on the part of the host and ensures that interruption to the host's work is kept to a minimum. The drawback may be that the limited interaction means depth of learning and understanding may be lost.

#### Observe with some active involvement:

The host and 'shadower' have a higher level of engagement, as the host actively explains the role and tasks they are undertaking with the 'shadower'. At the end of the work shadowing day, the host and 'shadower' reflect upon the learning experience together. The advantage of this approach is that observation and discussion are likely to significantly improve the depth and quality of the learning experience for both parties. The drawback may be some interruption to the normal work of the host and increased time in planning and preparation

## Why get involved?

Benefits for the donor and host organisations:

- Supporting the culture change required to move towards fully integrated service delivery
- Increasing understanding of the way in which referrals are made and services are delivered across the customer pathway
- Building relationships between key roles to support timely discharge and reduced admission KPIs
- The shadower and placement host will be encouraged to share their experience with their colleagues

Benefits for the individual:

- Enhanced Continuing Professional Development
- Improved cross sector/agency understanding of the roles and responsibilities of staff within the public and voluntary sectors
- Develops an understanding of the challenges that Connect Partner organisations face and share ideas on how they can work more effectively together
- Provides an opportunity for you to make some valuable contacts and experience first-hand the day to day work

## How to get involved?

1. Shadow applicants should complete an application form and send it to: [admin.wfd@suffolk.gcsx.gov.uk](mailto:admin.wfd@suffolk.gcsx.gov.uk) for the attention of Monica Gugura.
2. The project leads will liaise with the 'host' organisation/team and co-ordinate the matching. The project leads will facilitate the initial contacts between the 'host' and 'shadower', to ensure that a plan for the work-shadowing day(s) is in place.
3. If you are interested in becoming a 'host' please contact a project lead to be added to the shadow placement database.

## Contacts

Project Leads: Monica Gugura – [monica.gugura@suffolk.gov.uk](mailto:monica.gugura@suffolk.gov.uk)

Samantha Fowler – [samantha.fowler@nhs.net](mailto:samantha.fowler@nhs.net)

## **Who can participate?**

The programme is open to all staff at all levels from the following organisations:

- Adult Community Services
- Children and Young People's Services
- GP Surgeries
- Suffolk Community Healthcare
- Home First
- The Hive
- Voluntary Sector Organisations
- Housing Service
- Police
- Suffolk Well Being Service
- Mental Health Integrated Delivery Team
- Clinical Commissioning Groups

If you are not on this list and would like to be, please contact one of the project leads.