

Overview

This standard is about promoting and managing the wellbeing of your staff. You review your organisation's key indicators to understand the levels of wellbeing in your organisation. You create plans and implement initiatives to promote and manage employee wellbeing. You also check that workloads are achievable within the available working hours and provide support to assist staff to fulfil their responsibilities. You provide opportunities for staff to talk about wellbeing and discuss problems with them. The standard includes consulting with internal and external sources of expertise and referring individuals for specialist support to alleviate problems affecting their wellbeing.

This standard is for all managers and leaders.

Performance criteria

You must be able to:

1. engage staff, their representatives and other stakeholders in promoting staff wellbeing
2. review key indicators to identify patterns and trends
3. analyse the available quantitative and qualitative data to determine levels of staff wellbeing
4. review current research and ideas related to staff wellbeing
5. create plans to improve staff wellbeing based on your analysis
6. identify areas of your organisation that create support to develop a wellbeing culture
7. implement specific initiatives to enhance staff wellbeing in identified areas
8. check that objectives and workloads of staff are achievable within the working hours available
9. provide staff with the training, support and supervision they need to be able to fulfil their responsibilities effectively both now and, in the future,
10. provide opportunities for teams to talk about their wellbeing
11. discuss problems affecting wellbeing with individual staff
12. respect individual confidentiality in relation to information sharing or addressing the issues and problems
13. identify when staff have problems affecting their wellbeing and take action to alleviate the problems, where possible
14. consult with specialists, where their problems are outside your area of competence or authority
15. refer staff to specialists, when required
16. follow the industry legal, organisational, codes of practice and policies relevant to your role in promoting and managing staff wellbeing

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

1. how to engage staff, their representatives and other key stakeholders in promoting staff wellbeing
2. the key indicators (such as attendance, retention, working hours, productivity, job satisfaction, innovative suggestions) and measures of staff wellbeing
3. the quantitative data (such as absenteeism, staff turnover, accident records, overtime) which can be used to evaluate levels of staff wellbeing
4. the qualitative information (such as supervisory meetings, appraisals, exit interviews, staff surveys, body language) which can be used to evaluate levels of staff wellbeing
5. how to analyse quantitative data and qualitative information to determine levels of staff wellbeing
6. the initiatives that can be implemented to reduce stress and enhance staff wellbeing
7. how to calculate achievable objectives and workloads for staff
8. the importance of providing staff with opportunities to discuss issues affecting their wellbeing
9. how to recognise signs that staff are having problems affecting their wellbeing
10. the actions you can take to alleviate problems affecting staff wellbeing

Industry and sector specific knowledge and understanding

11. the industry and sector requirements for enhancing staff wellbeing
12. the industry legal, organisational, codes of practice and policies relevant to your role in promoting staff wellbeing

Context specific knowledge and understanding

13. the data available in your organisation that can inform an assessment of staff wellbeing
14. why it is important to confirm with confidentiality while sharing or receiving information about individual issues or problems
15. the individuals within your area of work, their roles, responsibilities, competences and potential
16. the internal and external sources of specialist expertise (such as HR staff, mental health first aiders, employee assistance programmes, charities, local support groups)

Skills

1. Communicating
2. Empathising
3. Evaluating
4. Leadership
5. Leading by example
6. Obtaining feedback
7. Planning
8. Problem solving
9. Reviewing
10. Risk management
11. Setting objectives
12. Stress management
13. Team building
14. Valuing and supporting members of staff

Promote and manage staff wellbeing

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Suite Management and Leadership

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