



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



Pay and progression framework for social care in Wales

Developed by the Social Care Fair Work Forum



Newid Cadarnhaol mewn
Gofal Cymdeithasol
Positive Change
in Social Care



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Pay and progression framework for social care in Wales

Developed by the Social Care Fair Work Forum

This is a draft pay and progression framework for the social care workforce in Wales. It sets out a series of bands for different job roles and includes the skills, values, knowledge, understanding, and typical tasks for each one.

This draft doesn't yet include expected pay scales, though a starting point is proposed and full scales will follow.



Who is the framework for?

This is a voluntary framework for current and future workers who provide direct care and their managers. It doesn't currently include social workers, but we want to roll it out so that it includes everyone working in social care. We also hope it will include people who provide care through other professional frameworks such as nursing, therapy and social work.



Background

This framework has been developed by the Social Care Fair Work Forum, which was established by the Welsh Government in September 2020 following a recommendation from the Fair Work Wales Commission.

The forum is a social partnership group made up of employers, trade unions and other stakeholders. It wants to improve working arrangements for social care workers in Wales. This means making sure workers are fairly rewarded, heard and represented, and able to progress in a healthy, inclusive environment where rights are respected.

Pay in social care

We recognise that pay is a crucial part of a sustainable and fair workforce model, and work to refine pay levels across all roles will continue as the framework develops. Research on social care pay is currently in progress, which will guide the next phase of establishing indicative pay scales for the levels set out in this framework.

As a first step, the forum has agreed that pay levels for social care workers should begin from a pay position aligned to **Agenda for Change Band 3 – Top Step Point**. This is a deliberate move beyond the Real Living Wage and reflects the increasing complexity of social care roles. The forum sees aligning pay with Band 3 as an essential step to promote fairness, parity, and consistency across the health and social care workforce. Forum members recognise that achieving this nationally will require appropriate support and funding for providers. As the framework evolves, the pay element will continue to be developed and strengthened.

Resources

We hope the framework is the first step in a wider range of resources to support the sector. There are examples below, and we welcome any suggestions or comments:

- **recruitment and selection toolkits**, so people entering and progressing through the workforce have the right skills and qualities for their roles
- **comprehensive learning and development programme** linked to each level
- **performance management toolkit** to support one-to-one conversations and development discussions
- **succession planning and workforce management tools** to help manage and plan resources and encourage progression
- **reward and recognition toolkit** to motivate individuals and retain talent.

Aims of the framework

We've designed this framework to meet the ambitions of Wales's fair work commitment and the workforce strategy for health and social care.

It also aims to:

- provide a simplified framework for employers and employees
- improve recruitment and retention in social care
- provide a clear progression route for anyone thinking of joining, or already in, the sector
- support workforce development through continued improvement of skills and knowledge
- describe and standardise positive behaviours of social care workers
- provide a fair and transparent process for decisions about collective and individual salaries (at this stage in individual organisations).

This isn't a static framework. We'll adapt it in line with developments.



What the framework could mean for individuals and workers

Individuals receiving care and support and their families can:

- understand the roles of those providing their care
- recognise and understand the skills needed
- have a say in the current and future role of social care workers.

Social care employers can:

- understand the key values, attributes, skills, knowledge, understanding, qualifications and learning needed within each band of social care work
- use it to develop recruitment methods
- manage performance and talent, succession planning, pay and budgeting.

Social care managers can use it to:

- have conversations with team members about their core skills and values
- support and develop their teams' skills
- support team members to progress in their careers
- identify core skills they need in their own roles to lead and manage people
- get information about qualifications and learning and the requirements for professional registration through Social Care Wales.



Social care workers will:

- be aware of the core skills needed to perform their roles well
- know about the qualifications and learning they need to do
- have career options for their progression, either directly through the social care system or other routes such as social work or healthcare.

If using direct payments, the framework will:

- provide guidance about the skills and values of potential personal assistants
- commissioners of services will be able to:
 - compare workforce requirements and budget implications for potential providers. There will be separate engagement work around this in the future
 - provide guidance about registration and qualification requirements for workers and organisations
 - use it for dialogue and assessment through the procurement process.

The principles of the framework

The framework covers social care work that supports adults or children and young people. Each job band represents a relatively broad range of roles. The job bands will reflect current health and social care qualifications in Wales and outline the required:

- core values and attributes
- knowledge and understanding.

We also provide typical tasks and roles for each job band. This is what we mean by these terms:

- **Values and attributes:** the values and attributes people must show to perform effectively at work.
- **Skills, knowledge and understanding:** the skills needed to do the role well. These may be gained on the job or through qualifications or formal learning.
- **Job roles:** these are examples of job titles in each job band. There are more details in the [Social Care Wales qualification framework](#).

As we further develop the framework, we'll add information about pay ranges and expectations. We'll also include expectations of employment terms and conditions, to provide guidance to employers.



After the framework is implemented

Once it's fully developed, the framework will include further resources and toolkits to support employers and social care workers. These may include:

- recruitment and selection toolkits to make sure people entering and progressing through the workforce have the right skills and qualities for their roles
- a comprehensive learning and development programme linked to each level
- a performance management toolkit to support one-to-one conversations and development discussions
- succession planning and workforce management tools to help manage and plan resources and encourage progression
- a reward and recognition toolkit to motivate individuals and retain talent.



Features of the framework

Qualifications through formal apprenticeships are currently funded throughout the framework at every job band, although they aren't specifically referenced in the framework.

The qualifications included aren't a comprehensive list and others may be accepted. You can find full details of all qualifications for job roles in the [Social Care Wales Qualification Framework](#).

The framework includes information for both registered and unregistered roles.

- For some roles - particularly with children and young people - there will be additional employment requirements.
- For registered roles, qualifications must be achieved.
- For unregistered roles, qualifications are recommended.
- For all roles in the sector, the [All Wales induction framework](#) is a core requirement.



THE FRAMEWORK

Bands A to D are for social care worker roles.

Band E is for social care manager roles.



Job band A

A social care worker who is new to the sector and employed in providing care and support while gaining the required skills and knowledge.

Job band B

A worker who is employed in providing care and support directly to an individual.



Job band C

A worker who is employed in providing care and support, sometimes at an advanced level of specialism, directly to an individual.

Job band D

A worker who is employed as a deputy manager, team leader, or a lead practitioner overseeing specialist areas of care and support or advocacy. They may also have a role in assessing care and support needs.



Job band E

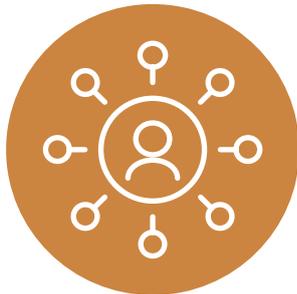
A worker who manages a service and is responsible for the overall professional management of the direct provision, supervision, and quality assurance of care and support provided.

JOB BAND A



Who?

A social care worker who is new to the sector and employed in providing care and support while gaining the required skills and knowledge.



Typical job roles

Social care workers in adults or children and young people's services.



Requirements

Job band A workers in **regulated services** must:

- complete the Employer assessment route and register with Social Care Wales
- complete the All Wales induction framework for health and social care workers
- enrol on the required qualification for the relevant job band.

Job band A workers who **aren't in regulated services** should:

- complete the All Wales induction framework for health and social care workers
- enrol on the recommended qualification for the relevant job band.



Qualifications

- Please refer to the Social Care Wales qualification framework.

JOB BAND A



Skills, attributes, knowledge and understanding

The social care worker is developing understanding and skills in relation to:

- the Code of Professional Practice for Social Care
- the principles of the Social Services and Well-being (Wales) Act 2014
- how to work in ways that embed rights-based and person/child-centred approaches in day-to-day practice
- how to promote and respect equality, diversity and inclusion
- how to use a range of communication methods and adapt communication approaches
- the importance of the Welsh language, culture and identity for those they are supporting
- how the worker's beliefs, values and own experiences can affect their attitude and behaviour, and how this can affect others
- how to promote and support the safeguarding of individuals.

The emphasis for social care workers in Job Band A is **understanding** practice and **developing** skills for their role.

See the [All Wales Induction Framework for health and social care](#) for more information on the expected knowledge, skills and competencies.

Other service specific learning and development may also be required, for example moving and handling.

JOB BAND B



Who?

A worker who is employed in providing care and support directly to an individual.



Typical job roles

Social care workers in adults' services.



Requirements

Job band B workers should complete the All Wales induction framework for social care workers.

Job band B workers **in regulated services** must hold the minimum required qualification:

- Level 2 in Health and Social Care: Core

and

- Level 2 in Health and Social Care: Practice (Adults)

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.

Job band B workers who **aren't in regulated services** should hold the minimum recommended qualification:

- Level 2 in Health and Social Care: Core

and

- Level 2 in Health and Social Care: Practice (Adults)

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.

JOB BAND B



Qualifications

Please refer to the [Social Care Wales qualification framework](#).



Skills, attributes, knowledge and understanding

The social care worker understands and can:

- apply the Code of Professional Practice for Social Care
- apply the principles of the Social Services and Well-being (Wales) Act 2014
- work in ways that embed rights-based and person/child-centred approaches in day-to-day practice
- support and respect equality, diversity and inclusion
- use a range of communication methods and adapt communication approaches
- support the Welsh language, culture and identity
- recognise how their beliefs, values and own experiences can affect their attitude and behaviour, and how this can affect others
- support the safeguarding of individuals
- use literacy, numeracy and digital competency skills as appropriate within their role
- reflect on practice to continuously improve
- actively promote anti-discriminatory practice.

The emphasis for social care workers in Job band B is on practically **supporting** the needs of individuals and others by contributing to the support of individuals' personal plans.

Take a look at the [Level 2 Health and Social Care: Core](#) and [Level 2 Health and Social Care: Practice](#) qualifications for more information about the expected knowledge, skills and competencies.

Other service specific learning and development may also be required, for example moving and handling.

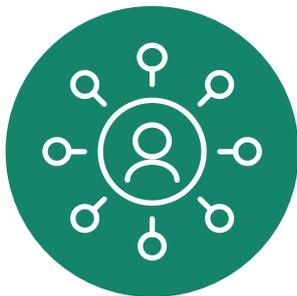
JOB BAND C



Who?

A worker who is employed in providing care and support, sometimes at an advanced level of specialism, directly to an individual.

They may also have responsibility for supervising workers and for overseeing and monitoring the implementations of care plans.



Typical job roles

Senior social care worker or team leader in adults or children and young people's services.



Requirements

All job band C workers should complete the All Wales induction framework for social care workers.

Adult services

Job band C workers who **are in regulated services** must meet registration requirements for the role and should hold the recommended qualification:

- Level 2 in Health and Social Care: Core

and

- Level 3 in Health and Social Care: Practice (Adults)

or

- an equivalent qualification recognised on the Social Care Wales qualification framework

Job band C workers who **aren't in regulated services** should hold the recommended qualification:

- Level 2 in Health and Social Care: Core

and

- Level 3 in Health and Social Care: Practice (Adults)

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.

JOB BAND C



Children and young people's services

Job band C workers who **are in regulated services** must hold the minimum required qualification:

- Level 2 in Health and Social Care: Core

and

- Level 3 in Health and Social Care: Practice (Children and Young People)

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.

Job band C workers who **aren't in regulated services** should hold the minimum recommended qualification:

- Level 2 in Health and Social Care: Core

and

- Level 3 in Health and Social Care: Practice (Children and Young People)

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.



Qualifications

Please refer to the Social Care Wales qualification framework.

JOB BAND C — — — — —



Skills, attributes, knowledge and understanding

The social care worker understands and can:

- apply the Code of Professional Practice for Social Care
- apply the principles of the Social Services and Well-being (Wales) Act 2014
- promote a rights-based and person/child-centred approaches in day-to-day practice
- promote and respect equality, diversity and inclusion
- promote range of communication methods and adapt communication approaches
- promote the Welsh language, culture and identity
- recognise how their beliefs, values and own experiences can affect their attitude and behaviour, and how this can affect others
- promote the safeguarding of individuals
- use literacy, numeracy and digital competency skills as appropriate within their role
- understand key policies within the sector and know how these affect service development and delivery
- work in partnership with individuals, their families, carers and a range of professionals
- apply a range of problem-solving techniques
- reflect on practice to continuously improve
- actively promote anti-discriminatory practice.

The emphasis for social care workers in Job band C is on practically **promoting** the needs of individuals and others, such as co-producing meaningful plans that promote participation and autonomy.

This band may also include supervising others.

Take a look at the [the Level 2 Health and Social Care: Core](#) and [Level 3 Health and Social Care: Practice \(adults or children and young people\)](#) qualifications for more information about the expected knowledge, skills and competencies.

Other service specific learning and development may also be required, for example moving and handling.

JOB BAND D



Who?

A worker who is employed as a:

- deputy manager,
- team leader, or
- a lead practitioner overseeing specialist areas of care and support or advocacy.

They may also have a role in assessing care and support needs.



Typical job roles

- Lead practitioner, team leaders and deputy managers in adult or children and young people services
- Social Services Practitioner within a social work team
- Independent Advocate
- Adult Placement Worker/Co-Ordinator



Requirements

Job band D workers should complete All Wales induction framework for social care workers

Job band D workers who **are in regulated services** must meet registration requirements for the required role and should hold one of the following recommended qualifications:

- Level 4 Professional Practice in Health and Social Care
- Level 4 Preparing for Leadership and Management in Health and Social Care

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.

JOB BAND D



Requirements (continued)

Job band D workers who **aren't in regulated services** should hold one of the following recommended qualifications:

- Level 4 Professional Practice in Health and Social Care
- Level 4 Independent Advocacy
- Level 4 Adult Placement / Shared Lives
- Level 4 Social Services Practitioner
- Level 4 Preparing for Leadership and Management in Health and Social Care

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.



Qualifications

Please refer to the Social Care Wales qualification framework.

JOB BAND D



Skills, attributes, knowledge and understanding

The social care worker understands and can:

- apply, and support others to work to, the Code of Professional Practice for Social Care
- apply, and support others to work to, the principles of the Social Services and Well-being (Wales) Act 2014 and other relevant legislation, theories and models
- lead and promote rights-based and person/child-centred approaches in day-to-day practice
- lead and actively promote equality, diversity inclusion through anti-discriminatory practice
- lead and promote a range of communication methods and adapt communication approaches
- lead and promote Welsh language, culture and identity
- lead and promote a positive culture that recognises beliefs, values and experiences while understanding their influence on attitudes and behaviours, and their impact on others
- lead and promote the safeguarding of individuals
- use relevant literacy, numeracy and digital competency skills
- implement and support others to use key policies within the sector and monitor how these affect service development and delivery
- support others to work in partnership with individuals, their families, carers and a range of professionals
- lead work in partnership with individuals, their families, carers and a range of professionals
- apply critical thinking and problem-solving to support decision making
- reflect on practice to continuously improve
- support others to reflect on their practice to continuously improve

The emphasis for social care workers in Job band D is on **leading and promoting** practice in care and support, specialist or supervisory roles.

See the suite of Level 4 qualifications listed in Job band D for more information on the expected knowledge, skills and competencies.

Other service and/or role specific learning and development may also be required, such as specialist training.

JOB BAND E



Who?

A worker who manages a service and is responsible for the overall professional management of the direct provision, supervision, and quality assurance of care and support provided.



Typical job roles

Social care managers in adults or children and young people services.



Requirements

Job band E workers should complete All Wales induction framework for social care managers.

Job band E workers in **regulated services** must meet registration requirements and hold the required qualification:

- Level 4 Preparing for Leadership and Management in Health and Social Care

and

- Level 5 Leadership and Management of Health and Social Care: Practice

or

- an equivalent qualification recognised on the Social Care Wales qualification framework.

Job band E workers who **aren't in regulated services** should hold the recommended qualification:

- Level 4 Preparing for Leadership and Management in Health and Social Care

and

- Level 5 Leadership and Management of Health and Social Care: Practice

Or

- An equivalent qualification recognised on the Social Care Wales qualification framework.

JOB BAND E



Qualifications

Please refer to the [Social Care Wales qualification framework](#).



Skills, attributes, knowledge and understanding

The social care worker understands and can:

- apply, and support others to work to, the Code of Professional Practice for Social Care
- apply, and support others to work to, the principles of the Social Services and Well-being (Wales) Act 2014 and other relevant legislation, theories and models.
- lead and manage practice that promotes rights-based and person/child-centred approaches in day-to-day practice
- lead and manage practice that actively promotes equality, diversity inclusion through anti-discriminatory practice
- lead and manage practice that promotes a range of communication methods
- lead and manage practice that promotes Welsh language, culture and identity
- lead and manage practice that promotes a positive culture that recognises beliefs, values and experiences while understanding their influence on attitudes and behaviours, and their impact on others
- lead and manage practice that promotes the safeguarding of individuals
- use relevant literacy, numeracy and digital competency skills
- implement and support others to use key policies within the sector and monitor how these affect service development and delivery
- lead and manage practice that supports partnership working with individuals, their families, carers and a range of professionals

JOB BAND E



- apply critical thinking and problem-solving to support decision making
- reflect on impact of own and others leadership and management styles to continuously improve
- support others to reflect on their practice to continuously improve
- lead and manage health, safety and well-being in the work setting
- lead and manage professional practice and effective team performance
- lead and manage performance improvement, new and revised provision and quality of service to meet individuals' needs, and legislative, regulatory and organisational requirements.

The emphasis for social care workers in Job band E is on **leading** and **managing** care and support services.

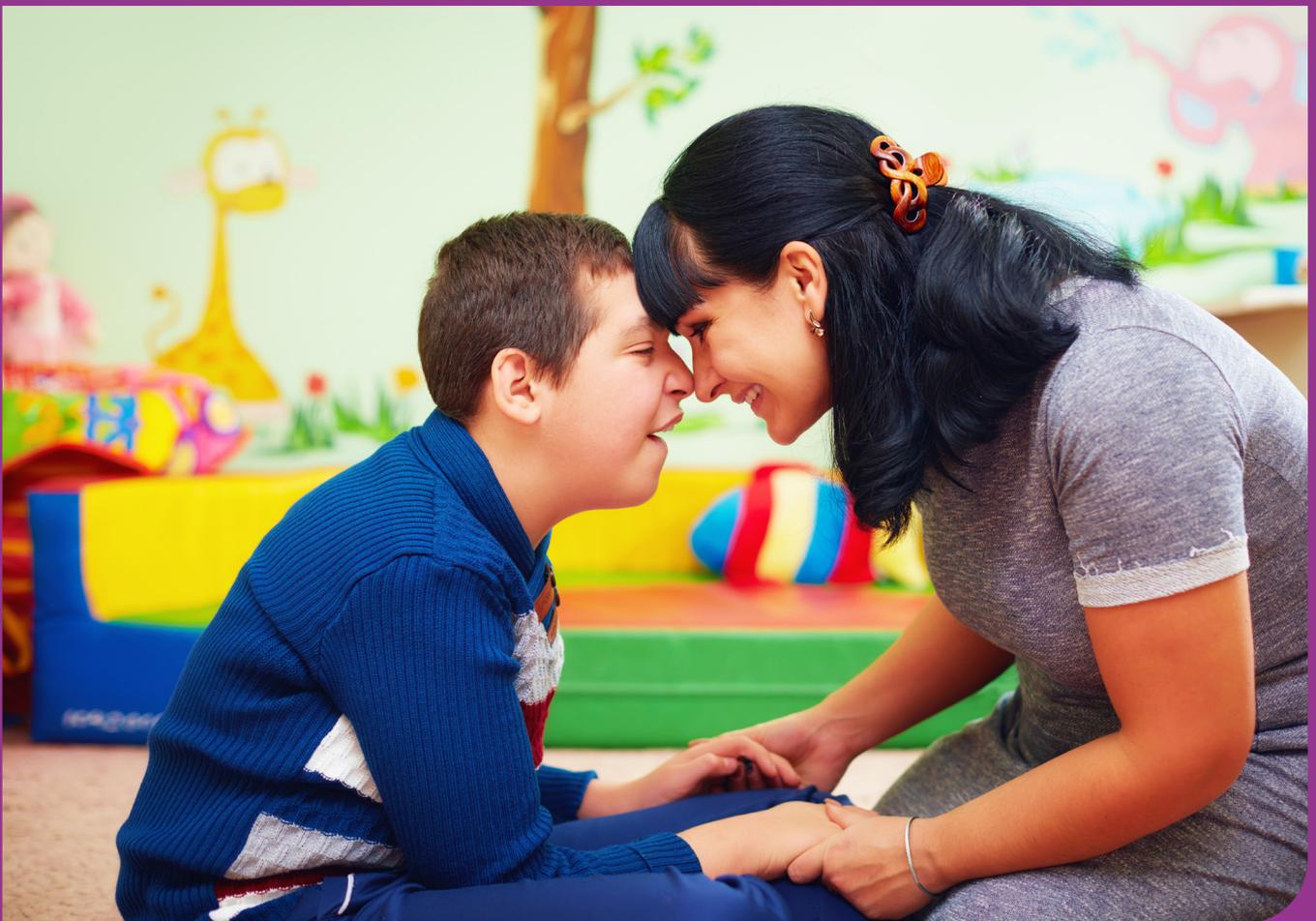
See the Level 4 Preparing for Leadership and Management in Health and Social Care and Level 5 Leadership and Management of Health and Social Care: Practice qualifications for more information on the expected knowledge, skills and competencies.

Other service and/or role specific learning and development may also be required.

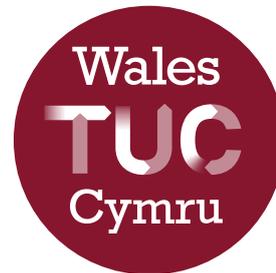
VALUES

All workers within social care should demonstrate the following values in their day to day work:

- empathy and compassion
- passionate about providing care
- a commitment to learning and development
- inclusive and non-judgemental – respecting and recognising the rights, wishes and needs of individuals in how they receive care and support
- respect and acknowledgement for individuals wishing to receive care and support through the medium of Welsh
- work in an anti-discriminatory way.



The Social Care Fair Work Forum is a tripartite social partnership group committed to embedding fair work and improving terms and conditions for those working within the social care sector. Forum members include Welsh Government, Trade Unions, Employers and Social Care Wales.



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