



Care first

professional support

taking care of employees in especially demanding roles

Professional Support

Care first is the market leader in caring for the needs of staff working in particularly challenging roles. This service is especially relevant to employees regularly dealing with dangerous or disturbing material, images or situations. For example prison staff, police, social workers and mental health workers.

Professional Support is a positive investment in these individuals, assisting them to review and monitor their coping mechanisms. Regular sessions enable them to remain resilient and effective over a sustained period. Without such support staff can experience distress and sometimes trauma. Absenteeism can result as a way of coping. Our experience shows that we can recognise and deal with coping difficulties as they arise, so that staff are less inclined to reach a crisis point.

Duty of Care

Current duty of care legislation points to appropriate support for staff according to the demands of the job. At **Care first** we have the experience and the track record to assess and provide support at the level your organisation requires.

What is Professional Support for?

Professional Support is about identifying and reinforcing positive self-management strategies. Such support will help to protect the investment in time and training that individuals and their employers have made to achieve a level of skill and expertise.

Professional Support can be offered to staff on a regular basis to meet the demands of their planned work – in some organisations it is treated as mandatory. Professional Support can also be made available to individuals or groups of employees following unusual or traumatic events.



How sessions work

Professional Support sessions are managed by a trained **Care first** facilitator, an experienced counsellor, whose remit is to ensure that Professional Support sessions stay focused on the individual's role and its impact. Sessions are set up either on a one-to-one basis or in groups with the purpose of:

- helping participants to look at individual coping processes and consider new strategies
- providing an opportunity to review pressures associated with sensitive and demanding work
- promoting the benefits of professionals reflecting on their work and its impact
- exploring typical personal responses to dealing with traumatic incidents, images and reports
- having boundaries in place to keep work 'at work'
- developing best practice in managing the demands of professional work which requires mental and emotional resilience
- recognising when personal counselling may be appropriate and timely



Having these sessions facilitated by an external organisation enables your staff to be more candid, relaxed and secure.

Do we need it?

Many organisations find that **Care first** Professional Support makes a real difference to the effectiveness of their front-line professionals. Working with **Care first** ensures your people are receiving the best possible support in a demanding role.

If you would like to discuss the potential for **Care first** to assist your staff through Professional Support, or to go over some detailed case studies, we would be delighted to hear from you.

*Organisations invest in Professional Support
as part of the duty of care responsibility.*



Care first

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