



## A Manager's Guide to Work Positive<sup>CI</sup>

### ***What is Work Positive<sup>CI</sup>?***

Work Positive<sup>CI</sup> is a completely confidential psychosocial risk management process, using validated tools to measure our “work force” in the following areas;

- **Workplace Stressors:** Which are looked at using Work Positive<sup>CI</sup>, which is based on the HSE UK Management Standards to review work Demands, Roles, Relationships, Support, Control and Change.
- **Psychological Wellbeing:** This section looks at how your staff are feeling both in and out of work, to see if further supports can be made available to the department/services.
- **Exposure to Critical Incidents:** A Critical Incident (CI) has been defined by the World Health Organisation (WHO) as “an event out of the range of normal experience, one that is sudden and unexpected, may make you lose control, involves the perception of a threat to life and may include elements of physical or emotional loss”. Exposure to CI are part of this survey however if you are unsure as to your staffs exposure to critical incidents then you can conduct an analysis of the level of exposure to critical incidents experienced in a specified occupational group, using the Job Content CI audit as an indicator tool which is available at [www.hseworkpositive.com](http://www.hseworkpositive.com)
- **Workplace Safety:** As we spend so much of our time at work we are asking your staff to consider both personal and task safety processes.
- **Workplace Health:** The Health Service Executive (HSE) recognises that staff are its greatest asset and prioritises their health and wellbeing in line with the Healthy Ireland Framework. It is essential that the work environment and organisational culture supports your staffs physical and mental health and wellbeing.
- **Health Promotion and Improvement:** This is where your staff can have their say on what they would like to have in their workplace that will help and assist them both in and out of work. The information here will directly influence the plans for health promotion initiatives to support staff health and wellbeing.

***This is the first time that all elements of employee Health, Safety and Wellbeing have been integrated into one survey to give managers an overall picture of employee health, safety and wellbeing risks with specific action plan to address potential risks.***

### ***Is this different to the recent staff survey?***

**Yes**, this is a validated survey using international standards from the Health & Safety Executive in the UK and standards from the World Health Organisation to provide feedback to Managers as to how healthy our workforce is.

Once the survey results have been processed, then you as manager will receive a report identifying areas for improvement with a specific action plan to assist.



### ***Is this mandatory?***

**Yes**, the responses from your entire department/service are collated and compared with Irish norms to give you, as a manager, an accurate reflection of work stressors, critical incidents. Completion of the entire survey will provide you, as a manager, with a comprehensive understanding and review of your staffs health, safety and wellbeing within your department/service. This information is collated into a report with a specific action plan based on everyone's responses, this is why all staff must complete the survey.

### ***What are the benefits to my service/department from completion of this survey?***

The implementation of Work Positive framework can lead to the following benefits:

- Reduced absenteeism and turnover
- Reduced workplace stress and critical incident stress
- Reduced occupational health referrals
- Increased employee satisfaction, productivity and overall engagement
- Fewer complaints
- Increased risk awareness
- Reduced claims exposure
- Assist with legislative compliance.

This framework has been reviewed by an expert group to ensure that it meets with the requirements of the HSE and has incorporated safety and health sections which will provide a holistic response/action plan to improve your employees' safety, health and wellbeing.

### ***What supports are available nationally for the rollout of the pilot?***

This pilot is endorsed and promoted by the South East Community Healthcare Governance Group and is supported by the experts from the National Working Group comprising of Employee Assistance and Counselling Services and Health Promotion and Improvement, National Health and Safety Function, Occupational Health, Human Resources, Organisational Health, Learning, Education, Talent and Development and the States Claims Agency.

### ***Is this a confidential survey?***

Work Positive<sup>CI</sup> is **completely confidential**. The data is processed by an independent service provider in compliance with applicable Data Protection legislation.

### ***What is the output of the survey?***

The response from your entire department/service are collated and compared with Irish norms to give you as manager an accurate reflection of work stressors and safety culture within your department/service. This information is collated into a report with specific action plans based on your staff's responses; this is why all staff must complete the survey.

In addition, a report can be issued to the local Management Groups and SECH Governance Groups detailing potential areas of risk and prevention plans for review and actioning.

### ***How long will it take to complete?***

It should take your staff approx. 20 minutes to complete the survey.



### What do I need to do next?

Login to the [www.hseworkpositive.com](http://www.hseworkpositive.com) website and create a new survey for your service/department.

## 1. Register your account

To register for your account simply:

1. Click on **'GET STARTED / LOGIN'**.



2. Select the **'CREATE NEW ACCOUNT'** option and enter the following text:

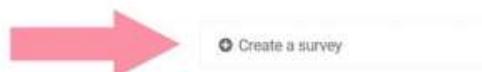
- Your **name** and **email address** (a valid email address is required to send password email reminders).
- The **username** and **password** you wish to use to access the site.



3. Click on the **'CREATE NEW ACCOUNT'** button.

## 2. Create a survey

1. Click on the **'Create a survey'** option.



## 3. Send Invite Template

Dear First Name,

Work-related stress can affect any one of us and as part of our proactive risk management process we require your participation in the South East Community Healthcare (SECH) Work Positive<sup>CI</sup> survey. The purpose of this survey is to obtain your opinions about what it is like to work in our organisation in order to improve your working environment as appropriate. For more information please click here and insert link to employee guide.

The survey will take approximately 20 minutes for you to complete. Please take the time to answer these questions carefully and honestly as it is only with your help that we can create a healthier and safer workplace for all staff.

The survey is completed anonymously, and all individual responses will be kept strictly confidential. No individual results will be provided either to me or to the HSE. Please click on the link that follows and complete the questionnaire by no later than X Date at X time.



\*\*\*SURVEY LINK\*\*\*

Please do not hesitate to contact me should you have any further queries or should you require any assistance in completing the survey.

Thank you in advance for participating and helping SECH continue to grow.

Regards,  
Manager

#### 4. Sending Survey Reminders

Sending survey completion reminders is one of the most effective ways to increase response rates. Carefully planned and managed survey reminders can dramatically improve employee engagement.

#### 5. Paper Surveys

On line completion is the quickest and preferable method of completing the survey. If employees do not have access to a computer or email, then you can provide them with a paper copy with your name and work email address written on the top of the first page of the survey. The reason why we need your work email address is to allow us to contact you directly so that you can email back the link to your survey so that the data on the paper survey form can be entered into your team's survey and therefore reflect the action plan for you and your team.

Completed paper survey forms should be returned in an envelope which should have the following address: Work Positive Human Resources, South East Community Healthcare, HSE, Lacken, Dublin Rd, Kilkenny.

Please advise staff to complete the survey and return it in the internal post to this address. It is essential that confidentiality and anonymity is maintained and staff should be confident that no information will be compromised. For further guidance go to our <https://hseworkpositive.com/>

#### ***What is expected of me as a manager on receipt of the action plans?***

Once completed, you will receive an online comprehensive action report. This will provide you with:

- Feedback to each question based on the overall responses from your employees compared to Irish Norms
- Action plans which will only contain guidance and supports for the questions which require action from you as Manager

The report findings should be discussed with your staff in order to provide them with an understanding of the results/potential areas of risk and to gain their support and commitment to the implementation of the action plans

***Work Positive<sup>CI</sup> should be viewed as an opportunity for improvement.***

**Thank you for engaging with us on this survey as we really want to make our workplace a better place to work.**