

Appendix B: Managers Interview Topic Guides

Managers Topic Guide

Tell me about this agency and your role.

What are the principles the agency uses to inform the work?

How do staff get to know these?

How are these put into practice?

How do you recruit new staff? What are you looking for?

How do you induct new staff? Is there a probation period?

How many staff members do you manage? How many of these are full time and part-time?

Do you use agency staff?

What is your understanding of the job of support workers?

What are the challenges of the job for staff?

What are the challenges of the job for you as manager?

Give an account of a challenging and difficult situation you encountered in practice and you managed it in a satisfactory way.

Give an account of a challenging and difficult situation you encountered in practice that you did not manage so well.

How do you set up shift rotas? What factors are considered?

Do you get shift requests? What kind?

How do you balance the needs of staff with the needs of service users?

What are the key needs of the staff at work? How do you endeavour to meet them?

What support do you offer staff; during a challenging incident? immediately after? Some time after?

How are they protected?

What training do you provide for staff?

What training was provided for staff in the past 12 months? How was it organised?

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Is there a budget for training staff?

How do you manage the tensions between financial constraints (particularly now during austerity) and the needs of staff and service users?

Do you provide regular supervision?

What training do you receive as the manager?

What support/ supervision do you get?