

# Mobilised Staff - Responsibilities

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Supporting Colleagues, Managers, Supervisors and Teams

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# Mobilised/Redeployed Staff

## Introduction

Most colleagues across Public Health Wales have been mobilised to support the system-wide response to the COVID-19 pandemic. For many, this has meant staying within your current team or business unit but delivering response work, but for others, this has meant one or more of the following some or all of their time:

- Joining another team within Public Health Wales
- Forming a new team within a response work stream e.g. the national contact centre
- Joining a team elsewhere within the NHS in Wales

There is a whole science behind how teams function and the very natural impact of being somewhere new/doing something new; we'll cover some of the basics here to help colleagues and their managers.



# Mobilised/Redeployed Staff

## Your 'home team' line manager

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All mobilised/redeployed staff will have day-to-day supervisor arrangements in place within the team you're working – this will be agreed and set up as part of the mobilisation agreement. However, your usual line manager shouldn't change (save for any other reason such as them leaving/moving teams) and they are still responsible for:

- 1** Checking in and comms! Make sure you have regular check ins with your usual manager and the wider home team – we recommend fortnightly but minimum every month. Share what you're doing, how you're feeling and what support you may need and managers – make sure colleagues are aware of relevant organisational communications. Above all, just keep in touch – there was a before time and there'll be an after.
- 2** Wellbeing! As well as general check ins and keeping in touch, your usual manager is your contact for all matters relating to wellbeing, including reporting absence, 'welcome back to work' meetings and your My Contribution. If unwell and unable to attend work, you should contact both your current supervisor and your normal line manager, the latter will update ESR.
- 3** Annual leave! Ensure your current supervisor is okay with you taking the time off you'd like, as they are responsible for resourcing where you work. Update ESR in the normal way and your usual line manager will keep the record up to date – just add a note in advising who has approved it

## Mobilised/Redeployed Staff

### Supervisors/temporary line managers

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All mobilised/redeployed staff will have a supervisor/s who is their named, day-to-day contact. They are responsible for general wellbeing matters (including making sure breaks are taken and receiving notice of absence where applicable), ensuring objectives and expectations are clear and any training needed is in place.

Whilst the 'home team' manager will be keeping in touch, the supervisor can and should support day to day check-ins and catch ups and share communications relevant to the role they're in.

If you had annual leave already booked, please let your supervisor know, however if you're seeking to take leave (which everyone should be!), check in with them first so resourcing can be supported and add a note to the ESR booking to make sure your usual line manager has up to date records.

## Mobilised/Redeployed Staff

### Your responsibilities

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We understand that taking on new responsibilities and being part of a different team, or organisation, can be daunting. Even those of us most open to change may feel a bit nervous about the unfamiliar – after all, we’re creatures of habit. [Read a little more](#) about how you may be feeling here and discuss it with both your ‘home team’ line manager and your new supervisor.

### Supporting your wellbeing

As we’ve mentioned, both your usual line manager and your day-to-day supervisor will have some responsibility for supporting your wellbeing. We recommend that new teams take time to get to know each other with introductory chats, but you can help them understand how best to support you by being open and sharing key information about you.

Mobilised staff who have a reasonable adjustment in place, following a risk assessment or due to a disability or health condition, are responsible for informing their temporary line manager where they have been mobilised to work to. Individuals are encouraged to use the [Workplace Adjustment Passport](#) to record any adjustments or specific requirements, and to share this as necessary in order to help us to help you.

# Mobilised/Redeployed Staff

## Success factors for teams

Since work began to respond to and manage the COVID-19 outbreak, new teams have come together across Public Health Wales. As mentioned, there is some science behind how teams operate and perform – those interested can read a [little further here](#) – but there are some basics we can all get right:

- Ensure the purpose, roles and objectives are clear for everyone and that everyone knows who is leading the team
- Communicate regularly and in all directions and cooperate – both within and outside of your team
- Afford colleagues the opportunity to get to know each other – it might seem like a luxury, but facilitate some 'getting to know you' opportunities to help build rapport and develop relationships
- Motivate, support, coach and feedback – recognise work and effort everyone is putting in and help each other be their best
- Show kindness, support and empathy at all times – everyone's experience is their own and all feelings are valid



# Mobilised/Redeployed Staff

## Summary points

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- Redeployments are temporary and everyone should keep in touch with 'home teams' – be part of meetings/catch ups where possible, stay on email circulars and make sure you continue to have one to ones with your usual line manager. If it isn't happening, please speak to them!
- Line management arrangements shouldn't formally change as a result of redeployment, but may change under 'business as usual' circumstances e.g. team restructure, line manager leaves role etc.
- ESR actions remain the responsibility of the usual line manager i.e. recording sickness absence, approving leave (system), updating appraisal records and handling notifications around statutory and mandatory training compliance
- If unwell, absence should be reported to the day-to-day supervisor who is expecting you that day, and your usual line manager updated – the latter are responsible for return to work discussions and recording absence in the system
- Any adjustments in place to support your wellbeing should be documented in the [Workplace Adjustment Passport](#) and shared with the day-to-day supervisor
- So many of us are picking up new roles and responsibilities, often in new places with new people and everyone is hugely thankful for it



## Mobilised/Redeployed Staff

### Further information

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[Mobilisation further information and FAQs](#)

[Staff wellbeing and Wellbeing Quick Links](#)

[Staff Information homepage](#)

[HR queries and FAQs](#)

[Manager's Keeping In Touch Guidance](#)

[How are you doing?](#)