

## Liverpool John Moores University

Title: IMPROVING SERVICE DELIVERY THROUGH HUMAN RESOURCE MANAGEMENT  
Status: Definitive  
Code: **7005HMADV** (117564)  
Version Start Date: 01-08-2014  
Owning School/Faculty: Nursing and Allied Health  
Teaching School/Faculty: Nursing and Allied Health

| Team           | Leader |
|----------------|--------|
| Michelle Laing | Y      |

**Academic Level:** FHEQ7  
**Credit Value:** 20.00  
**Total Delivered Hours:** 32.00  
**Total Learning Hours:** 200  
**Private Study:** 168

### Delivery Options

Course typically offered: Semester 1

| Component | Contact Hours |
|-----------|---------------|
| Lecture   | 24.000        |
| Seminar   | 4.000         |
| Tutorial  | 4.000         |

**Grading Basis:** 40 %

### Assessment Details

| Category     | Short Description | Description                      | Weighting (%) | Exam Duration |
|--------------|-------------------|----------------------------------|---------------|---------------|
| Essay        | AS1               | 3000 words                       | 60.0          |               |
| Presentation | AS2               | Video Role Play -critical review | 40.0          |               |

### Aims

*To equip the manager / senior practitioner with the toolkits necessary to effectively manage Human Resource in dynamic Health and Social Care organisations.*

### Learning Outcomes

After completing the module the student should be able to:

- LO1 Critically appraise concepts of Human Resource Management and best practices.
- LO2 Critically analyse strategic models of human resource management for the diverse workforce in health and / or social care organisations.
- LO3 Critically examine relevant UK and European legislation and professional body requirements for excellence in human resource practice.
- LO4 Demonstrate a strategic approach to service delivery and human resource practice.
- LO5 Critically develop the role of self in relation to human resource practice within a framework of contemporary policy context.

### **Learning Outcomes of Assessments**

The assessment item list is assessed via the learning outcomes listed:

|           |         |         |         |         |
|-----------|---------|---------|---------|---------|
| ESSAY     | LO<br>1 | LO<br>2 | LO<br>3 | LO<br>4 |
| ROLE PLAY | LO<br>1 | LO<br>5 |         |         |

### **Outline Syllabus**

*Major features of the ways of working in health care organisations in United Kingdom and Europe – notions of 'good employer and different ways of working'. NHS Modernisation Agency, Changing Workforce Programme*  
*Characteristics of the health and social care workforce, hierarchies, professional groups, professional regulatory requirements/ tensions.*  
*Equal Opportunities and Diversity in the NHS Workforce*  
*Links between HR management and performance*  
*Models of HR practice, - Best Practice, Resource based, Contingency or Best –fit models.*  
*Motivation and commitment, role redesign*  
*Recruitment and retention, pay and rewards, appraisal and career development, learning and development, employment security, employee involvement and communication, team work, work-life balance*  
*Different ways of working, economic, technical, social and political factors, policy context*

### **Learning Activities**

Lectures, seminars, group work activities, problem based learning techniques, learning through experience, peer learning, role play

### **References**

### **Notes**

The module will equip the modern day manager / senior practitioner with the toolkits necessary to effectively manage Human Resource in dynamic Health and Social Care organisations. The module will enhance their understanding of the legal, economic and technical environment impinging on Human Resource management. The student will critically analyse their own interactions with staff utilizing role play and video, this will assist them in dealing with challenging behaviours and situations in a modern health and social care organization.