



Pastoral Care & Cultural Orientation

Tiered Support System for International Recruits
(North Central London)



Session Overview



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Introductions



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About PJs Community Services

PJ's Community Services is a multi-award-winning Social Enterprise, established in 1992 with a focus on Community transformation. PJ's delivers its mission by providing:



- Care to vulnerable adults & young people
- Education & support to young people that are at risk of exclusion the support is also extended to the families.
- Social Enterprise support to organisations and individuals
- Community wellbeing projects

We employ 60 staff and offer a range of innovative and transformational services to BAME communities, young people, women, men and faith communities.



Background



- North Central London have commissioned PJs Community Services on behalf of the five boroughs of **Barnet, Camden, Enfield, Haringey & Islington**, to provide an in depth pastoral care and support program to international recruits that are already working in the UK.
- South West London have commissioned PJs Community Service on behalf of the six boroughs of **Croydon, Sutton, Merton, Wandsworth, Richmond & Kingston** to provide an end to end recruitment service.



High level overview

NORTH CENTRAL LONDON

3-tier system for international recruits, in Pastoral Care and Cultural Orientation.

This is a free service designed to support care providers and adds value to the support given to international workers

The service supports providers in meeting the CQC regulations as it relates to international recruits.



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North Central London

Tier 1

- **FOUNDATION**
- Group Cultural Awareness Training
- 4 hour training

Tier 2

- **COMMUNITY**
- Group Pastoral Care & Buddy Support
- 4 week support

Tier 3

- **BESPOKE**
- 1-2-1 Pastoral support
- 2 weeks



Tier 1 – Out Comes

Module: Introduction to Cultural Intelligence

- What is Culture
- Definition of Cultural Intelligence
- Why Cultural intelligence is important
- Understanding the four Quadrants of CQ
- How to grow in Cultural Intelligence
- Examples of Cultural intelligence in practice

Outcome measures:

By end of session participants will be able to:

- Describe what Cultural intelligence is
- Provide an example of Cultural Intelligence to demonstrate their understanding.
- Practically utilised their cultural intelligence to improve working relationship with colleagues and clients.



The A.C.T Acronym

Tier 1 – Out Comes

Action/Apply

“Cultural tolerance”

Registered Nurse

Change/Challenge

“Jumping into generic assumption without first understanding it could be a cultural difference”

Health Care Assistance

Tell/Teach

“Share about unknown culture of our country to colleagues to understand behaviors of ppl from our country”

Registered Nurse



Culture Quiz



Contact:

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Thank you
Any questions?

<https://form.jotform.com/240074416694357>

