

People Management 1

Telford Mind policy on staff training and development

Telford Mind is committed to training and developing its workforce in order to ensure that all of its services are delivered in line with and informed by current best practice.

Telford Mind has a clear policy on quality and ensures that it shares its commitment to quality with all members of the workforce and with its service users.

Telford Mind is committed to improving the quality of its services and ensures that it meets the minimum required at level one of the standards whilst aspiring to attain the higher levels. Telford Mind achieved the Quality in Mind Standards in March. There is now a new set of standards called Version 2. We are part of the pilot for the new standards. (Extract from summer newsletter 2008).

Telford Mind is clear about its mission, aims, core values and scope of activity and has clear documentation within staff handbooks and displayed in the main foyer. Staff training and development enables us to meet those aims and to work clearly within the agreed frameworks and ethical boundaries.

The training plan for staff (paid or unpaid) consists of three key areas:

1. Welcome, introduction and support to undertake a role with the organisation.

All staff and volunteers are welcomed into the service at a first induction session to enable orientation to the service (where needed) from their service manager, coordinator (or other senior staff member or nominated mentor) and to ensure a full understanding of the role that he / she is undertaking.

A copy of the staff handbook is given and the induction checklist is explained.

The initial documents of Mission, Values and Scope of Activity are read through and any questions raised are answered.

The facts that the new team member needs to know to begin to their work with Telford Mind are made clear. These include guidance on personal safety, what can be claimed for and how to claim expenses, forms that he / she will need to support his / her work with service users and methods of communication (including where their tray will be) and data storage.

The next team meeting dates are given and the new recruit is invited to attend. The chair of the meeting is informed so that a welcome can be given and their introduction can be part of the agenda.

Subsequent induction / mentoring sessions:

These are held as agreed and the elements of induction are recorded on the checklist. It is hoped that a member of staff (paid or unpaid) will be fully inducted within two months from their starting their role.

2. Core training

All staff, trustees and volunteers attend core training. The coordinator or mentor responsible will let the Service Development Manager know that a new person has begun work with Telford Mind and will need to be included in the next round of Core Training. The Service Development Manager sends the new member of staff (paid or unpaid) dates of the next sessions of core training.

3. Meeting training and development needs identified for individuals or individual teams

Supervision (support, review, planning and appraisal): Each coordinator meets with the staff (unpaid or paid) within their area each month. Co-ordinators and centre staff meet with their line manager

every two months and have yearly appraisals. Counsellors undertake clinical supervision (see counselling section for staff handbook for guidance).

Training needs are identified during supervision and through staff meetings and the Quality team. This helps to ensure that training needs are being continually evaluated and that identified needs are being met.

Individual staff members should use supervision sessions and team meetings to flag up any particular training needs they feel are relevant to their role.

Where suitable training cannot be delivered in house (for example, certified first aid training and food hygiene) this will be sourced externally.

Signed:

Date: / / 08

Telford Mind: Training Plan 2008 -9

1 INDUCTION

Update of all policies and procedures completed Aug - Sep 08, ratified Sept 08
Completion of new handbook containing updates and new induction chart Sep 08

Mentoring / induction support for all new staff using new handbook from Sep 08

2 IDENTIFIED CORE TRAINING FOR ALL STAFF, VOLUNTEERS AND TRUSTEES:

Health and Safety training (Repeats Sept – Dec 08)

Risk Management (Repeats Sept – Oct 08)

Towards Recovery (Repeats Sept – Oct 08)

Equality and Diversity (Repeats Nov 08)

DELIVERERS OF ABOVE TRAINING:

Sandwell Mind Training Manager and Telford Mind Quality Team

3 MEETING OTHER IDENTIFIED TRAINING NEEDS (individuals and small groups)

Counselling skills introduction for volunteers wanting to explore a counselling route
2 places across year (Autumn term / Spring term)

4 places: Level 2 cert for volunteers on school based project (Autumn term)

Food hygiene and first aid for new volunteers plus re-certification training for existing holders of expired certificates (six – eight places) (Through year)

Trustee training day with Ian McArdle (October 08)

Safeguarding (for all involved with children) training plus monthly support to team (October 08)

DELIVERERS OF ABOVE TRAINING:

Telford College of Arts and Technology (TCAT), Telford Mind Quality Team, Kim Ames, Chec

4 RESOURCING THE WORKFORCE

Build up training room as a resource base for all staff (paid and unpaid) and trustees to use, with a supporting loan system looked after by volunteers (Sept – Dec 08)

COSTS OF PLAN

Mentoring / supervision costs (already identified and covered in counselling budget and in staffing costs)

Identified training:

Places on external training for those not in receipt of benefit on TCAT courses, Sandwell training manager (£200 per day), Safeguarding expert (£200 per day) = £1,600

Lunches for whole day training (6), general refreshments for training room = £350

Bookshelves and new resources for training room £400 (complete after Easter)

Childcare costs for volunteers needing after school care = £200

Total costs: £2,150 this financial year. (Resources for training room £400 carry to next).