



Introduction

Homemaker is committed to ensuring the highest level of service to clients and acknowledges that staff training is central to this aim. There is a budget to cover individual and group training. Each individual will, with their line manager, identify their training needs. The manager will, with the staff member, work out a plan on how these needs can be met which will be reviewed regularly. In addition, there may be other training which will be delivered to the whole organisation (sometimes including Board Members) eg diversity training.

Identifying the skills needed for the post

Each post has a person specification listing the skills needed to undertake the tasks outlined in the job description. The person specification is used in short-listing candidates and as the basis for the interview. New employees will be informed of any training needs which have been identified at recruitment stage and plans will be put into place to provide this training. The line manager will monitor the progress of the employee closely throughout the induction period and discuss any training needs which arise. The training could be provided through attendance on courses, shadowing other staff or coaching from others.

Supervision and appraisal

Training is a standing item on the supervision agenda and the employee and their line manager will regularly review needs and the provision of training resulting from these discussions. Each member of staff also has an annual appraisal, which offers the opportunity for a review of the job description and any training needs arising, especially those needs arising from changes to the tasks of the post. The line manager has responsibility for drawing up the training plan, in consultation with the staff member and monitoring the implementation at subsequent supervision sessions.

Maintaining professional knowledge

Caseworkers All caseworkers are responsible for maintaining their knowledge in their specialist area. Homemaker will support staff in achieving this aim through:

- Ensuring that updated resource materials on welfare rights, housing and debt are made available to all advice staff
- Enabling staff to access appropriate online training resources
- Where no appropriate online training is available staff may, if their line manager agrees allow staff to attend relevant external update training

- Casework meetings and supervision also provide good opportunities for informal and more formal training
- The provision of relevant professional publications eg Welfare Rights Bulletin

In addition, all staff are encouraged to share information and practice through caseworker team meetings, circulation through memo or email, and updated written resources and resource files.

The Supervisor will similarly ensure that their own knowledge is updated and that relevant changes to legislation or professional practice are circulated to all caseworkers.

Management and Administrative Staff

Management and administrative staff are responsible for maintaining their knowledge eg up to date legal procedures such as employment law etc. Homemaker will support staff to achieve this through:

- Providing access to online resources such as ACAS
- Where no such online and ideally free resources are available enable, with management approval, staff to attend relevant external training
- The provision of relevant professional publications
- Supporting attendance at relevant conferences, working groups and information sharing forums.

Support with professional training/development Where staff are looking to develop skills which are relevant to their work Homemaker may be able to offer support. This may be in the form of a contribution towards training fees, or time off for the training. Staff are encouraged to discuss this with their line manager and to complete the application form, which will be presented to the Management Team for approval.

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