

## KPC YOUTH

### STAFF & VOLUNTEER DEVELOPMENT POLICY

REVIEWED JAN 13

KPC Youth wants to improve the performance and job satisfaction of each member of staff through job, organisational and personal development.

To achieve this, KPC offers the following staff support in order to ensure a more effective provision for young people attending the centre.

KPC Youth staff and volunteers will:

- ★ Receive adequate and appropriate induction to their job
- ★ Receive regular & appropriate on-going support
- ★ Have a clear understanding of their rights and responsibilities of their role, and in the delivery of this policy
- ★ Receive appropriate and relevant training for their role
- ★ Be equipped to provide the best possible quality service to young people
- ★ Receive regular Supervision

This policy also cross-references to other policies & procedures held at KPC Youth:

- ★ Equal opportunities
- ★ Code of Conduct
- ★ Quality Assurance
- ★ Recruitment/CRB

KPC seeks to provide a safe and supportive environment for its staff and volunteers, in which everyone is able to learn, develop, and work to the best of his or her abilities.

#### **Induction:**

- ★ All new staff and volunteers will be given an Induction Pack by the Senior Youth Worker on duty on the day/evening of their first shift
- ★ They will be shown/given info on:
  - Background to the organisation

- Organisational Structure
- Building tour
- Shown locker/mail-slot in Staff Office
- Shown policy files
- Made aware of fire exits, first aid kit etc
- Initially the new employee/volunteer will "shadow" a selected member of staff in "on the job" induction, until the Senior Youth Worker feels they are confident in their role
- They will be asked to complete the questionnaire at the back of the Induction Pack to show that they are aware of certain procedures we have at KPC
- The new employee will be given a review supervision to advise if they have satisfactorily completed their probationary period, or whether a further review is needed.

### **Supervision & Support:**

- All staff and volunteers will receive 6 weekly Supervisions from their line manager (either Project Manager or Senior Youth Worker) - See example of Supervision Proforma attached
- The Supervision process is a two-way process, and aims to help and encourage staff/vols to work to the best of their abilities in order to achieve a quality service and delivery, by being person centred, constructive, positive, and to review practice, set targets, and identify training/staff development and support needs
- If the supervision relationship appears to be encountering difficulties of any sort, the Supervisions may be undertaken by a different line manager, or via Board of Directors

### **Training & Staff Development (CPD):**

- KPC is committed to meeting the identified training and development of all its staff, equipping them with the skills, knowledge and experience necessary for the achievement of its aims and the continuous development of the individual and the organisation - *however, due to the current funding situation only essential training for the benefit of the project can be approved*
- An annual Training Matrix review will be undertaken by the Project Manager

- Training and staff development provides support for the job and underpins personal/professional and organisational growth
- All training and staff development results from a process of supervision or from declared team objectives
- All staff are expected to participate in approved training and staff development opportunities which are organised for the team "in house" eg: First Aid, Managing Aggressive Behaviour
- Additional essential training includes: Child Protection Training, Youth Worker Training, Food Hygiene

**SUPERVISION RECORD FOR STAFF/VOLUNTEERS**

TO BE UNDERTAKEN 6 WEEKLY

NAME:	DATE:
SUPERVISION BY:	
PERIOD OF REVIEW:	
What do you enjoy / not enjoy about your work at KPC?	
In general terms, how do you feel you are getting on in the job?	
What do you see as your strengths and weaknesses?	
Are there any young people or other staff/vols you have particular problems with?	
Are there any areas within your job/role where you feel you need more knowledge/to gain confidence in, or ways in which we can help you do your job better?	

How do you evaluate your performance? What do you feel you contribute to the team as a whole?

If you've attended any training courses thro' KPC since the last supervision, what were they, were they useful - can you use elements of what you learnt within your role here?

Are there any training courses you feel would benefit your role at KPC?

Do you have any work frustrations/difficulties or issues you would like to discuss (including any issues or concerns that are affecting your health & well-being)?

How do you feel you can/KPC can contribute towards ensuring we provide a Quality Service for young people?

Is there anything you have concerns about regarding KPC/future plans etc., of want more information on?