



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. All staff members and volunteers 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) e.g. 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.

Review

Training is a standing item on the agenda at 6 weekly review meetings, and the employee and their line manager will regularly review needs and the provision of training resulting from these discussions.

Staff and volunteers are encouraged to identify any training needs that they may have/ courses that are of interest and discuss these with their line manager.

Each member of staff also has an annual performance review, which offers the opportunity for an assessment 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 review meetings.

Maintaining professional knowledge

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

- Ensuring that updated resource materials in relevant areas (welfare rights, housing and debt, etc.) are made available to all staff
- Enabling staff to access appropriate online training resources

- Where no appropriate online training is available staff may, if their line manager agrees attend relevant external update training
- Caseworker and team meetings along with review meetings also provide good opportunities for informal and more formal training
- The provision of relevant professional publications
- Supporting attendance at relevant conferences, working groups and information sharing forums.

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

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

Support with professional training/development

Generally, where staff are required to hold a specific qualification as part of their role, Homemaker will cover any training fees including registration and examination (one time). Homemaker will also pay travel costs and accommodation (if necessary) where there is a need for employees to attend training that is not run locally.

Homemaker will pay for membership of professional organisations (such as the IMA), where this is a requirement of the role.

Where staff wish to develop skills that may be 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.

If an employee decides that they wish to drop or cancel any training/development, they should inform their line manager immediately, with their reasons. In cases where training ends with an exam, employees are obliged to submit the results. If the employee does not pass the exam, they may be asked to contribute towards the cost of a “re-take”.

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