



Policy Title	<b>Training and Supervision Policy</b>
Last Reviewed	September 2023
Next Review	September 2024
Responsible Officer	Olaide Obajimi



## Induction

All staff receive a comprehensive induction training program, which gives them the skills they need for their role, before branching out into further specialisms. Induction training is 2 weeks long and commences in line with all statutory requirements, and fully covers training in the Care Certificate. Staff must complete our induction prior to commencing duties. This will include as a minimum:

- An introduction to Mitus Care and our ethos
- Detail of Mitus Care LTD policies – these are explained and not simply left with the member of staff to read
- Safeguarding – training is delivered to level 2 before commencement of duties
- Procedures and forms
- Health and Safety
- The Placement and its workings
- Lone working procedures
- Key contact details for other staff / other agencies and Services / out of hours safeguarding contacts
- Procedure for missing episodes
- Incident procedure
- Dealing with violence and aggression
- Fire and electrical safety

### Mandatory Training for Support Workers

- All support staff will be either qualified to NVQ level 3 relevant to working with young people, currently registered and working towards NVQ level 3 or awaiting registration onto level 3 Diploma for Children and Young Persons Workforce or social work qualified or equivalent.
- All Staff directly working with Young People shall receive training in the below mandatory modules as set out below to the following timescales:

General Training	Completed by (mandatory timescale)
<b>Safeguarding children (to level 2 – level 3 for managers)</b>	Before exposure to Young People without additional support
<b>Health and Safety at work</b>	Within one month of employment
<b>Child Sexual Exploitation (CSE)</b>	Within two months of employment
<b>Emotional wellbeing and mental health</b>	Within three months of employment
<b>Sexual Health</b>	Within six months of employment
<b>Gang Involvement</b>	
<b>Anti-Radicalization and the Government’s “PREVENT” Strategy</b>	
<b>Substance misuse – drugs and alcohol</b>	
<b>Self-Harm</b>	



- Mandatory annual refresher training is also provided to support staff, in all mandatory modules, as well as any additional training requirements raised following review of internal quality management systems and staff appraisals.

### **Managers**

- Service Managers will undergo the same induction, mandatory training and annual refresher training as support workers.
- Service Managers will have received NVQ level 5

### **Administrative Staff**

- Undergo the same induction training as support workers, with annual renewal
- Level 2 GCSE - Grade 'C' or above including English and Maths (from 2018 Level 5 or above) **or** Level 2 NVQ in literacy and numeracy **or** Level 2 Diploma in literacy and numeracy

### **Staff Development**

In order to promote a culture of learning, shortly after recruitment, we collaborate with our staff members to create a Personal Development Plan, which is bespoke to their own aspirations for employment, and is annually renewed at one-to-one appraisals. In determining this, we conduct skills gap analyses with all employees, highlighting the specific areas that they wish to work on for their own development, as well as the skills they must develop to meet organizational and contract needs for example specific help for those whom English is not their first language. Employee-specific training activities are delivered in-house, or by external agencies to enhance staff's ability to deliver safe and high-quality services. This plan is then updated annually. Staff skills are evaluated at regular supervision sessions, and plans for improvement are implemented into their personal development plans. In this way, we provide support mechanisms to meet the individual needs and requirements of each member of staff member. Thus, Mitus Care LTD supports and funds continual professional development for staff.

### **Supervision and Performance Management**

We have a comprehensive set of staff monitoring processes: spot checks, supervisions, mentoring sessions, formal and informal observations, appraisals. We use feedback systems to build on successes and learn from mistakes. Where potential problems are identified we will use a supportive "non-blame" approach to learn and devise an action plan that enables our staff to meet the high standards we set for them. This may involve additional training, mentoring, coaching, shadowing and using reflective practice sessions to identify areas for improvement.

Every staff member is supervised on a monthly basis to ensure that they are confident and competent in all areas of their work; that they are treating young people with all due respect and care; and that they are adequately supported to meet their responsibilities and comply with procedures. Details of the supervision will be recorded and held on staff files. Managers conducting the supervision are trained and qualified to deliver supervision, including reflective practice supervision. Where particular areas of practice are known to be problematic for a member of staff, Mitus Care LTD address the issue through supervision in

order to determine an appropriate training pathway. Conversely where the manager completing the supervision recognizes any area in which the staff member requires extra training this will be reported and arranged.

Alternatively, if there is a change to our policy or legislation which affects our procedures, the HR Manager will either send around an information sheet to be read, signed and returned to signify understanding, or they will call a whole-service staff meeting to communicate the changes. In these ways, we are able to ensure that all staff members are aware of changes to policy and how this will affect their procedure.

Mitus Care LTD hold weekly team meetings at least, recognizing that not all of the team may be able to be together at the same time. Team meetings cover: updates to policy, discussion and reflection on issues identified in the previous period, focus sessions on particular areas i.e. safeguarding, training opportunities, Service improvement methods etc.

We hold annual appraisals and performance reviews for each member of staff, where their line managers and department heads discuss with them their progress made over the last year, areas of further development are identified, and the individual's aims and goals are discussed and action plans drawn up for how they will be achieved. This is a two-way discussion which allows staff members to address any difficulties they have experienced and highlight the direction that they would like to take within their work over the next year.

