



STAFF AND VOLUNTEER DEVELOPMENT POLICY

Statement of Intent

IntaGR8 believes staff and our volunteers are one of the most important assets and resources and it sees supporting their development as central to achieving their potential and to meeting the overall aims of the Organisation.

Introduction

IntaGR8 is committed to providing all staff and volunteers with development support to enable them to carry out all the responsibilities of their role effectively and efficiently. All staff and volunteers working at IntaGR8 will be included in the staff/volunteer development process.

This policy has been produced to define the goals, principles and good practice associated with all aspects of staff development and to ensure that staff development is carried out consistently across the Organisation.

Staff development is linked to IntaGR8's business planning, performance improvement and line management processes as well as supervision requirement.. This enables individual learning and development needs to be identified and good practice to be maintained.

This Policy ensures that staff development is framed within a learning and supportive environment, contributes to positive working conditions and ensures that the work of the staff and volunteers is valued and given due recognition.

Principles

Line managers are responsible for supporting staff and volunteers to identify and take advantage of appropriate development opportunities.

The purpose and benefit of this is to:

- encourage learning and personal and professional development
- involve individual staff and volunteers in the planning and review of their work
- ensure understanding of individual's roles and responsibilities and its contribution to achieving IntaGR8s Business Plan
- ensure effective use of staff and volunteer resources and manage work related stress

The achievement of these principles is based on mutual respect and confidentiality. It is recognised that all staff have the right to expect all Review sessions to remain confidential within the management team unless permission is given to the contrary.

Staff and volunteer Development Framework

Staff and volunteer development can include formal and informal events organised by IntaGR8 or by external providers and covers all forms of personal and professional development and learning,

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IntaGR8 recognises that there are many different ways an individual may develop and learn, including attending courses; seminars; conferences and workshops; eLearning; distance learning; mentoring and coaching; 1:1 support from colleagues; watching/listening to others; making mistakes and internet research.

The formal staff development framework consists of:

- The Induction process
- Probationary Review
- Regular Supervision and Support Sessions
- Group clinical supervision
- The annual Review Process

INDUCTION

All staff will be given an induction pack at the beginning of their employment, which will include a IntaGR8 Staff and Volunteer Handbook. This will ensure that all new staff and volunteers

- feel welcome
- understand what is expected of them with regard to both their job responsibilities as well as attitudes and behaviour
- Are given the necessary information, guidance, learning and development opportunities to enable them to demonstrate their competence and suitability for the post.

No member of staff or volunteer should be excluded from Induction. The member of staff's Line Manager or volunteer lead will be responsible for overseeing their Induction and ensuring that all items on the Induction Checklist are carried out (where possible and appropriate). The Line Manager must ensure that the Induction Checklist form is signed and returned to the office.

As part of the Induction process, dates for Supervision Meetings will be arranged between the Line Manager and the member of staff or volunteer. Staff and volunteers are required to attend regular Supervision. Whilst it is accepted that for some staff and volunteers Supervision may be more frequent than for others, as a guide meetings should take place at least bimonthly.

PROBATIONARY REVIEW

All staff members and volunteers will be subject to a probationary period before they can be considered to be permanent members of the team. The probationary period is normally not longer than six months, after which the Review will take place. Subject to the staff member's or volunteers performance during this period and judged against the criteria of their Job Description their post will then become permanent. If for some reason the Review demonstrates that the member of staff or volunteer has not performed well or suitably against the criteria of their Job Description, then the Probationary Period may be extended with a further review taking place after an agreed period of time. This period cannot be extended beyond nine months. Ultimately, if the member of staff continues not to perform appropriately against the clear requirements of their Job Description then their employment may be terminated.

SUPPORT AND SUPERVISION

Supervision includes regular face to face, uninterrupted meetings between the named Line Manager and the member of staff. Supervision will support, direct and monitor the work of the member of staff or volunteer, enabling and empowering their professional and personal development.

Support and Supervision should enable staff to:

- Reflect the values, vision and inclusive philosophy of IntaGR8
- Be clear about their role, responsibilities and accountabilities in the context of the IntaGR8 Business Plan
- Be clear about what is expected of them in reporting on their performance against agreed objectives/targets and review progress
- Encourage personal development and responsibility for active learning
- Encourage and review learning development activities undertaken by individual staff members and volunteers to maximise their individual potential

Types of Supervision

Line Management Supervision

New staff and volunteers or staff/volunteers changing roles will have a detailed induction plan agreed with their Line Manager that addresses their particular learning needs and role.

All staff will agree with their line manager the number of planned and structured Supervision Sessions they have each year. This will be formally recorded and kept in the staff member's/volunteers personnel file.

Team Meetings

Regular bi-monthly Team meetings, where practice issues are discussed, information shared, issues addressed jointly and support gained from Line Managers and colleagues.

Peer Support

Staff and volunteers are encouraged to use each other for ad-hoc peer support. There may be times when a Mentor is used over and above formal Supervision. Time will be made available for both Mentor and worker to meet.

Open Door Support

Staff are encouraged to discuss issues as they arise where the member of staff feels the issue is of sufficient importance that it cannot wait until any planned support and Supervision session will take place.

Any notes taken at Supervision sessions will be securely stored by the Line Manager. Any issues arising from Supervision sessions may be taken to a Board of Directors meeting for discussion. The member of staff or volunteer will be informed of this prior to this taking place.

Supervision and Disciplinary Issues

Supervision will not be treated as a forum for dealing with any disciplinary matters, although any concerns about work, personal competence, conduct and support should be initially raised in Supervision. Where it is anticipated that more formal

resolution is needed, the matter will be dealt with outside the Supervision forum via the usual Disciplinary or Grievance procedures.

STAFF AND VOLUNTEER DEVELOPMENT

Learning Development Plan

IntaGR8 will aim to produce a Learning Development Plan based on organisational needs which have been identified in the IntaGR8 Business Plan, feedback from AGM and other Consultative Meetings/Forum and changes in funders' requirements of individual projects.

This annual Learning Development Plan will be discussed and agreed by the Directors and by the Management Team before being made available to IntaGR8 staff and volunteers

Staff and volunteers have responsibility for their own personal development and are encouraged to identify appropriate needs to their Line Manager, to then act upon them, with the support and encouragement of the Line Manager (if considered appropriate by both parties) and apply learning.

Where support for more formal/certificated programmes are agreed, the member of staff or volunteer is also responsible for organising attendance, producing the necessary material to any deadline and for providing to their line manager feedback on the impact of this provision.

Staff and volunteer Learning Development Records:

- All staff will be issued with a Learning Development Record (LDR) which will be made available to them. Access to each individual's LDR will be available to the individual, their Line Manager and the board of Directors
- Participation in Courses, Workshops, Conferences, Shadowing, One to One Coaching, Team Building Days etc should be recorded on each individual's LDR.
- All staff will maintain their own LDR and be prepared to discuss and review it at Supervision Sessions.

ANNUAL Reviews

Annual Reviews will:

- review performance
- consolidate the outcomes of Supervision sessions and LDR's and take a proactive, inclusive approach to resolving any issues that may emerge
- adhere to the principles of equal opportunities and confidentiality and ensure fair and equitable involvement
- utilise the experience gained by staff and volunteers through their work, in order to help IntaGR8 develop and implement its Business Plan
- determine mutually agreed performance targets for the year ahead

Implementation of the Review Process

- Reviews will be undertaken annually, timetabled to meet the programme of strategic planning
- Line Managers are responsible for carrying out Annual Reviews with staff in their own Project/Team
- Annual Review Forms will be completed by both the staff member and their Line Manager prior to the review interview.
- The Board of Directors will undertake the company Annual Review **Paperwork**

Proformas will be used for the Review process:

- Annual Review Preparation Sheet for both the staff member volunteer and the Line Manager carrying out the review
- Annual Review Summary Sheets which will include a summary of all discussions
- At the end of the process all staff will complete an Annual Review Feedback Form and hand this to their Line Manager