

POWYS CHALLENGE

Registered Charity Number 1091494 Company No: 4350654

INDUCTION, SUPERVISION, TRAINING and DEVELOPMENT

(Volunteers)

Policy and Procedures

Policy

Powys Challenge recognises that induction to post, regular supervision, training and development, are all essential parts of good practice and quality assurance in management and service provision.

The Trustees therefore intend to ensure that adequate resources, both human and financial, are available to enable these processes to be effectively maintained for both staff and volunteers. The Trustees see this responsibility as part of their commitment to their volunteers and to the high quality of services to user groups.

The Trustees believe that the role of the Project Manager for volunteers should be that of an enabler and should model good practice. The Trustees believe that this role is key for managers of volunteers.

Good management practices should be demonstrated through punctuality, planning implementation, identification of options, and directing to sources of information.

Good counselling practices should be demonstrated through listening, clarifying, reflecting, interpreting, probing and challenging.

The overall aim should be to facilitate the development of each volunteer so that the aims and objectives of the organisation are met and service delivery is continuously improved.

Volunteer Supervision

Practice and Procedure

Supervision of volunteers is essential in order to meet the needs of volunteers for validation and to enable volunteers to work in professional manner. Supervision of volunteers can also help to ensure that the activities of volunteers fall within the objectives and goals of Powys Challenge and that creative ideas are brought into planning processes.

Powys Challenge believes that:

- casework supervision is the responsibility of the referring officer.
- where there is no case officer, responsibility for volunteer supervision belongs to Powys Challenge staff.
- regardless of case work supervision, Powys Challenge staff have responsibility for support and pastoral care for volunteers in the course of their work with offenders.

The Trustees accept that most supervision of volunteers will be done informally, and often by telephone. It is important that the volunteer feels supported, including during periods where s/he is not actively engaged in work for Powys Challenge.

Where more formal supervision is appropriate, the staff member responsible must ensure that there is adequate time to devote to the task and that the venue is conducive to constructive work. The good practice methods cited in Staff supervision – practice and procedures should be followed.

Brief records of contacts with volunteers should be kept whenever possible. Such records provide evidence of supervision and also permit points of reference in cases where instructions about specific work are given. Records also enable audit trails to be undertaken. Such audit trails are part of quality assurance procedures.

Volunteers must have easy access to staff at all times, and have contact numbers for all staff, in case problems arise during the course of their work which need immediate support or advice.

VOLUNTEER TRAINING AND DEVELOPMENT

Background

The Volunteer Core Training is accredited through the Open College network. The intention is to provide a central core of training, plus additional modules, some of which will be compulsory, others optional.

Volunteers are also offered additional training, either as one off training events or as part of support group programmes.

All volunteers undergo the same Core Training. Each volunteer may choose whether to undertake the additional requirement leading to Open College Network accreditation.

Training is one way in which volunteer development can be encouraged and through which volunteers can become more skilled at the tasks they are required to perform. Provision of high quality training also recognises the value placed on volunteers.

Volunteers may be asked to undertake externally provided specialist courses. Where this is the case, they are asked to feed back information to staff and disseminate information through support groups.

Powys Challenge staff are required to keep records of volunteer additional training, both internal and external, in order that there shall be good matching of volunteer skills with client needs.