
Staff Training & Development Programme 2011

⊕ Core Training

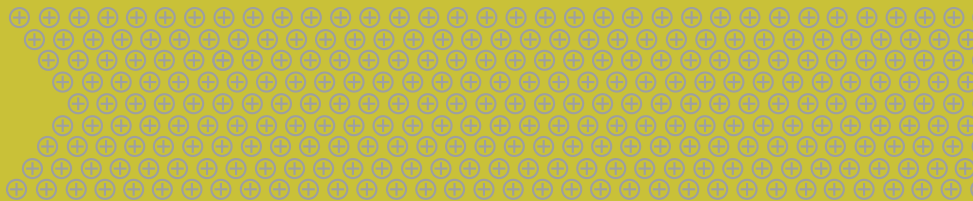
⊕ Management Development

⊕ Relief Bank & Volunteer Staff Training

⊕ Managers' Events & Workshops



Welcome to the Camden Society's Staff Training & Development Programme 2011



This Year's Programme

The background to this year's training events is dominated by government cuts. The 30% cut in local council funding is having far-reaching consequences as authorities seek to reduce their contributions to organisations like ours.

Despite the cutbacks, a lot of exciting changes are happening in the social care environment, opening up many opportunities. For example, there will be plenty of scope for developing our social enterprises. Competing against high street names and winning the catering service at Tooley Street recently indicates that local commissioners are looking for opportunities to combine employment for people with learning disabilities with business or 'third sector' organisations.

The personalisation agenda, which means that individuals will be able to purchase support directly from service providers, presents a great opportunity as well as a big challenge. It will require us to look at how we run our services and to make the changes demanded in a more competitive environment.

Therefore our focus in this year's programme, especially in the area of management development, will be around designing teams which are dynamic and innovative and which enable us to respond effectively to the challenges and opportunities lying ahead. We have created a strategic and business plan for 2011/12 and our management development programme will reflect this in the events and courses that will be held.

⊕ Core Training

Core training is provided to ensure that staff are safe, skilled and competent to carry out their work. We have had a very successful core training programme over the years and received a lot of positive feedback from staff. We are maintaining the bulk of our core training programme this year, despite the cutbacks.

However, we have had to make several changes to the training on offer. We will not be delivering the Total Communication, Autistic Spectrum Conditions and Personal Care courses this year, but some bespoke training may be delivered where the need is essential.

We are still going to provide specialist courses to meet specific project needs in working with people with complex behaviour, medication administration and moving & handling.

If you recently joined the Society, you will be booked onto the core training courses. The eight new Skills for Care Common Induction Standards are covered in the induction programme for new starters.

If you are an established member of staff, you will occasionally need to renew your training. During the year, your manager will notify you when you have to attend a course.

"Despite the cutbacks, a lot of exciting changes are happening in the social care environment, opening up many opportunities."



⊕ Relief Bank & Volunteer Staff

New members of the Relief Bank will need to attend Level One training, which covers basic health and safety procedures. To work in specific projects a specialist Level Two course will be offered, which includes Understanding Epilepsy, Working with People with Complex Behaviour and Moving & Handling of People.

For new and established volunteers, we are providing a two day volunteer training course.

⊕ Day One

Learning about Camden Society values followed by an introduction to the history of learning disability

⊕ Day Two

Courses delivered by our in-house trainers in:
Health & Safety * Challenging Behaviour * Autism

⊕ Additional Training

Given the current funding situation, additional training will not be provided this year. We shall still try to support staff by setting aside a contingency fund for courses which are essential for some individuals. However, with the limited resources now available, it will not be possible for the Society to invest in the development of all staff. Any funding will be decided on a case-by-case basis by senior managers and HR.

⊕ NVQs

The levels 2, 3 and 5 diplomas in Health and Social Care have now replaced NVQs. Staff who are currently taking an NVQ may continue until they have gained their qualification. Staff who hold an NVQ or are taking one already do not have to convert it into a diploma.

“Events will focus on team working, marketing, performance management and promoting your services to attract more customers.”





Kayleigh Bate (on the left)
Trainer, Lewisham Works

When I got this job I went on some presentation skills training ~ about body language and tone of voice which was very useful. A couple of weeks ago we had training on interviews, basically giving us interview tips on what to wear, what to say and what to do in an interview. Both training courses have been very useful and will help me out in the near future.

Since joining the Camden Society I have learnt more about my own learning disability as well as about learning disabilities in general. I now train other organisations and places like the NHS in Learning Disability Awareness.



Peter Michas
Catering Supervisor, Unity Kitchen

I have a passion for catering and hospitality. I've been doing it for 10 years now. This job helps me share my experience with the trainees. I like the willingness of the trainees to learn. Seeing the change, the development in people, it's incredible. Unity Kitchen offers a lot of training, I like our ethos ~ sustainability and the best fresh produce. They are developing me, I don't want to stay as a supervisor, I want to become a manager. I think the trainees are helping my management development.



⊕ Management Development

How will you improve the quality of services in your project with fewer resources?

How will you ensure that your teams are skilled at providing excellent personalised services to individual budget holders?

How will you deal with the change and uncertainty ahead and the impact it has on individuals' motivation, engagement and performance?

These are some of the questions raised by the changing health and social care environment. Many more questions like these will be at the top of the agenda for managers in the year ahead.

During 2011 and beyond, our services will need to change to deliver more tailored quality support to individual budget holders as well as best value for commissioners. Under personalisation, we will be a 'servant organisation' asking service users "how can we help you?". We will have in place a menu setting out options from which service users or their families can choose.

As a manager, part of your role will be to ensure that you have the right skills in the new teams and services that you design. Our management model will also change, with less line management and more performance and crisis management being involved. We will also need to develop more versatile job roles and adaptable teams. We have therefore assembled a management development programme that focuses on achieving this.

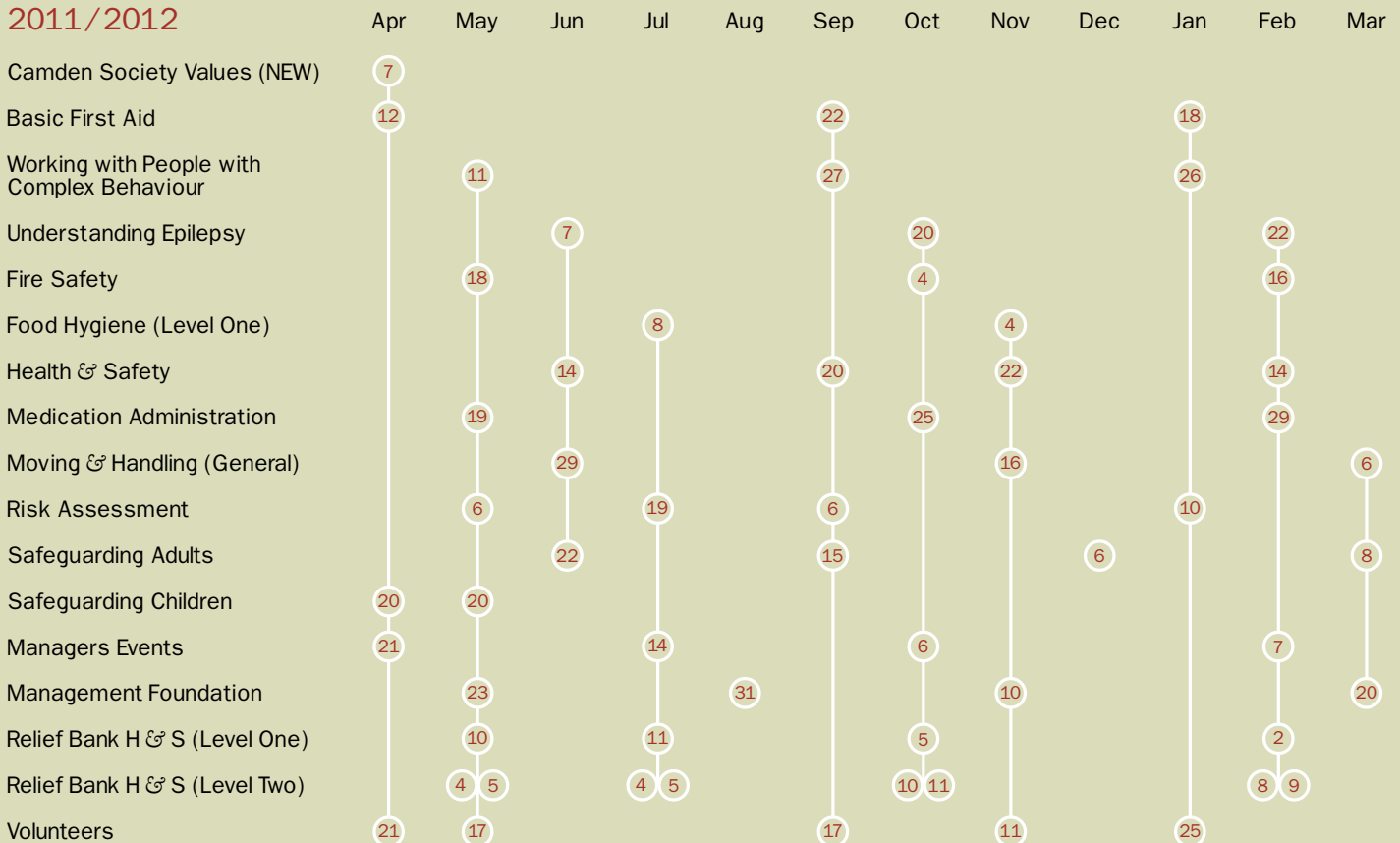
⊕ Managers' Events & Workshops

Managers' events will be held throughout the year. The events will be led by an external speaker. They will focus on training managers to be able to manage change and to redesign services to maximize the potential for growth and development in the future. The events promise to give you new insights, the opportunity to discuss them with peers and the chance to learn about successful initiatives which you can draw upon when redesigning your service.

In addition to the events, there will be workshops offered to develop managers' core competencies. The workshop format provides a chance to take time out and consider fresh ideas. They will focus mostly on team working, marketing, performance management and promoting your services to attract more customers.



Core Training Diary 2011/2012



All courses will be held at the Camden Society Employment & Learning Centre, 60 Holmes Road, London NW5 3AQ